

SEARCH REQUEST FORM

(257)

Requestor's Name: Bill Hunter Serial Number: 08/804,900
Date: 4/27/78 Phone: 305-7220 Art Unit: 2261

Search Topic:

Please write a detailed statement of search topic. Describe specifically as possible the subject matter to be searched. Define any terms that may have a special meaning. Give examples or relevant citations, authors, keywords, etc., if known. For sequences, please attach a copy of the sequence. You may include a copy of the broadest and/or most relevant claim(s).

PLEASE SEE ATTACHED

RECEIVED
MAY 27 PM 3:49
U.S. PAT. & TM. OFF.

STAFF USE ONLY

Date completed: 5/4/78
Searcher: Ellen Sutton 308-7793
Terminal time: 281
Elapsed time: 60
CPU time: 341
Total time: 2
Number of Searches: 76
Number of Databases:

Search Site EICV
☐ STIC
☐ CM-1
☐ Pre-S
Type of Search
☐ N.A. Sequence
☐ A.A. Sequence
☐ Structure
☐ Bibliographic

Vendors

☐ IG
☐ STN
☒ Dialog
☐ APS
☐ Geninfo
☐ SDC
☐ DARC/Questel
☒ Other Sublink

DATE: April 27, 1998

TO: STIC-EIC
FROM: William Hughet (305-9770)
Application Serial Number: 08/804,900
Subject: Prior Art Search
Priority Date: 02/24/97
Date Search Results Needed: April 29, 1998

This application deals with automatic product upgrading. For example, a consumer purchases a cell phone or a personal assistant and selects only some of the possible product features. This system keeps track of the usage of the cell phone or personal assistant and determines when the user should be offered additional features. One correlation that comes to mind is when the telephone company determines that a subscriber's long-distance phone usage qualifies him/her to a different, discounted plan and calls the subscriber to offer to make the change.

Another perspective is acquiring just part of a software package, and later, when the system determines the user can handle learning a new application or paying for additional features, adding another segment of the software package.

All prior art must be dated before February 24, 1997 and preferably before April 24, 1996. I have included a copy of the claims for your review. Please call me with any questions or comments.

(08804900.SC1)

=====

COMMERCIAL DATABASE SEARCH FOR 08/804900
DIALOG, DR-LINK

*		*
*	Prepared for: Bill Hughet, 2761	*
*		*
*	By : Ellen Lytton, EIC/CPAC 308-7793	*
*		*
*	Date : May 4, 1998	*
*		*

Bill:

Attached is the search you requested on tracking usage and basing ugrade offers on this usage. I found some very generalized references to this process. Please let me know if you would like to refocus or modify the search in any way.

Ellen

File 351:DERWENT WPI 1963-1998/UD=9817;UP=9814;UM=9812

(c)1998 Derwent Info Ltd

File 347:JAPIO Oct 1976-1998/Jan.(UPDATED 980429)

(c) 1998 JPO & JAPIO

File 344:Chinese Patents ABS Apr 1985-1998/Apr

(c) 1998 European Patent Office

Set	Items	Description
S1	2546624	DETECT? OR IDENTIF? OR TRACK? OR MONITOR? OR COLLECT? OR G- ATHER? OR BASED OR VERIF? OR OBSERVE? OR OBSERVING
S2	5054201	USAGE? OR ACTIVITY OR INTERACTION OR USE OR USED OR USES OR STATISTIC? OR PATTERN? ?
S3	290323	CUSTOMER? OR CLIENT? OR USER? ? OR SUBSCRIBER? OR CONSUMER? OR BUYER? OR PERSON? ?
S4	160190	OFFER? OR SELL? OR SOLD OR PROMOT? OR MARKET??? OR (MAKE OR MAKING OR MADE) (2N)AVAILAB?
S5	45017	UPGRAD? OR ENHANCEMENT? OR ACCESSOR? OR DISCOUNT? OR (ADDI- TIONAL OR EXTRA OR GREATER OR MORE OR EXTENDED) (4N) (PRODUCT? ? OR SERVICE? ? OR FUNCTIONALITY OR RESOURCE? ?)
S6	116	S1 AND S2 AND S3 AND S4 AND (S5 OR UPDAT???)
S7	24	S6 AND (PC OR PCS OR PDA OR PDAS OR PDO OR PDOS OR PERSONA- L(1W) (DIGITAL OR INFORMATION) (1W) (ORGANI?ER? ? OR ASSISTANT? - OR DEVICE? ?) OR PID OR CELLPHONE? OR TELEPHONE? ? OR PHONE? ? OR LONG()DISTANCE)
S8	6	(S1(5N)S2) (S)S3 AND S4(5N)S5
S9	4	S8 NOT S7
S10	210390	(DETECT? OR TRACK? OR MONITOR? OR COLLECT? OR GATHER?) (10N-) (USAGE? OR ACTIVIT? OR INTERACTION OR USE OR USES OR USED OR STATISTIC? OR PATTERN? ?)
S11	380	(OFFER? OR SELL??? OR SOLD OR PROMOT? OR MARKET???) (10N)S5
S12	5	S10 AND S11 AND S3
S13	2	S12 NOT (S9 OR S7)

7/7/1 (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

011581927 **Image available**

WPI Acc No: 97-558408/199751

Statistical counts obtaining method for telephone network -
collecting preselected statistical data from call detail records as
telephone call is switched through network and applying decisional rules
for counting network events

Patent Assignee: MCI CORP (MCIM-N)

Inventor: CAMPBELL M A; CATALANO P; ELLIOTT I K; RICHARDS J H; TERPSTRA R D
; UTTORMARK T F

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5687223	A	19971111	US 95438914	A	19950510	H04M-003/08	199751 B

Priority Applications (No Type Date): US 95438914 A 19950510

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
US 5687223	A		25			

Abstract (Basic): US 5687223 A

The method involves receiving call detail records (CDR) into buffers in a receive node (48,50). A first process is executed that unbundles individual CDRs from the buffers and a second process that checks each CDR against a look up table which is stored in a database (74) for selecting the calls to be **tracked**. The second process further obtains preselected **statistical** network events from the database to be **updated** for each **tracked** call. Decisional rules are received from the database and applied to the CDRs for counting preselected **statistical** network events for each **tracked** call.

The count of each preselected **statistical** network event is formatted into a preselected message format. The end of a **statistic** acquisition cycle is signalled for the receive node. The count of each preselected **statistical** network event is received in the preselected message format and **made available** at a server (68) for distribution to downstream users.

USE - E.g. for generalised **statistics** engine architecture.

ADVANTAGE - Allows easy and rapid changes of **statistical services**. Provides **greater** capacity.

Dwg.2/16

Derwent Class: W01

International Patent Class (Main): H04M-003/08

International Patent Class (Additional): H04M-003/22; H04M-015/00

7/7/2 (Item 2 from file: 351)

DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

011523616 **Image available**

WPI Acc No: 97-500102/199746

Prepaid card system management apparatus used in automatic vending machine e.g. telephone card, restaurant - has controller by which information stored in memory unit are updated for inserted card based on detected goods selling information

Patent Assignee: TAKAHASHI H (TAKA-I)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
JP 9237324	A	19970909	JP 9669311	A	19960229	G06K-017/00	199746 B

Priority Applications (No Type Date): JP 9669311 A 19960229

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
--------	------	-----	----	--------------	-------------	--------

Abstract (Basic): JP 9237324 A

The apparatus has a pair of memory units in which the balance money and **user** information for the prepaid card is stored. **Based** on the predetermined command signals from the **detectors**, the information stored in the memory unit are **updated**. The **detector** includes an operation state **detector** by which the card insertion in the vending machine is **detected** at every predetermined time interval.

Then, the second **detector** **detects** the goods **selling** for that card **user** at the connection time is **detected**. **Based** on these **detected** information the balance money stored in the memory units are **updated** by a controller. Using the read command and the write in command, the **updated** information in the memory unit are retrieved/written in the memory units.

ADVANTAGE - Enables easy administration of card maintenance system.

Dwg.1/15

Derwent Class: T04; T05

International Patent Class (Main): G06K-017/00

International Patent Class (Additional): G06F-015/00

7/7/3 (Item 3 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

011502632 **Image available**

WPI Acc No: 97-480546/199744

Data distribution and acquisition system with incentive information available via medium - has incentive coupon data provided to user personal computer via radio or network and printed into coupons after data input with usage reports is formed

Patent Assignee: WALDEN M W (WALD-I)

Inventor: WALDEN M W

Number of Countries: 019 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9735441	A2	19970925	WO 97US4125	A	19970306	H04Q-000/00	199744 B

Priority Applications (No Type Date): US 9612955 A 19960306

Cited Patents: No-SR.Pub

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
WO 9735441	A2	E	16				

Designated States (National): CA JP

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Abstract (Basic): WO 9735441 A

The incentive system for providing **discounts** on purchases utilises a **user** **PC** to **collect** and print the incentive coupons. The manufacturer creates **discounts** in the form of electronic coupons, and forwards these to a communication system. This may be a radio system or a network, such as the Internet. The **user** has a **PC** that is connected to the Internet, or has a radio receiver card for extracting a radio **based** data. The **PC** **monitors** and maintains a database of the new **discount** coupons relating to the **user** specified products.

By completing a questionnaire, the **user** can print out the coupons which can include bar coded data. These are read at check-outs and the data returned to a service bureau for analysis.

ADVANTAGE - Provides electronic system for **collecting** **marketing** information **based** on electronically provided coupons.

Dwg.1/1

Derwent Class: T01; W01

International Patent Class (Main): H04Q-000/00

7/7/4 (Item 4 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

011344731. **Image available**
WPI Acc No: 97-322636/199730

Service feature provision within telecommunications system with erasable memory - has array of lists of tasks to be performed sequentially and selection based on state, event and parameter variables

Patent Assignee: ERICSSON INC (TELF)

Inventor: PRUITT L E

Number of Countries: 004 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
EP 781057	A2	19970625	EP 96850209	A	19961213	H04Q-003/00	199730 B

Priority Applications (No Type Date): US 95576510 A 19951221

Cited Patents: No-SR.Pub

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
EP 781057	A2	E	23				

Designated States (Regional): DE FR GB SE

Abstract (Basic): EP 781057 A

The **telephone** system **offers** **customers** a variety of selectable features such as 3-way calls. The sequence of events that have to be performed are defined by the task lists that contain the numbers **used** to access the relevant task. Each task is a section of codes performing the task function. The different features require the task sequences to be performed. Some sequences are different, depending upon the events and system parameters.

The feature system holds an array of task lists in an erasable memory. A control program examines the current system state and an event signal, and **identifies** the relevant task list. The tasks are then executed sequentially.

ADVANTAGE - Allows much greater flexibility in task list construction hence easing alteration of feature selection and **updates**

Dwg.1/12

Derwent Class: T01; W01

International Patent Class (Main): H04Q-003/00

7/7/5 (Item 5 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

010921918 **Image available**
WPI Acc No: 96-418869/199642

Education support system for training telephone operators providing customer service - performs synthesis comprehensive evaluation of outputs of speech recognition and key operation judging parts, which use data provided by selected program

Patent Assignee: KOKUSAI DENSHIN DENWA CO LTD (KOKU)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
JP 8204834	A	19960809	JP 9530252	A	19950127	H04M-003/60	199642 B

Priority Applications (No Type Date): JP 9530252 A 19950127

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
JP 8204834	A		11				

Abstract (Basic): JP 8204834 A

The system consists of a software part, including required programs and data stored in a program storing part (11) forming a part of the hardware which also includes **accessories** like voice input-output unit

such as a head set (4). To begin with, the head set is inserted into a head jack (6). After initializing the system, using an initialization control part (12), the lamp provided on a key board appts (2) and indicating the ON state of a call, glows. The appropriate program for training, stored in the program storing part, is selected. The input includes the words uttered by the student under training which are **collected** by the head set and the operation of the key board keys also by the student.

A speech recognition judging unit (13) and a key operation judging unit (14) compare the respective inputs with corresponding standard reference **patterns**, provided by the selected program. A judgment result processing part (15) processes and classifies the outcome of operation performed by the two judgment units. The classified result is simplified and evaluated comprehensively, using an evaluation unit (16).

USE /ADVANTAGE - For **marketing** and sale of **consumer** appliance products over **telephone**. Assists lecturer in keeping **track** of progress of trainee, requiring only advice to be sent as per means of student, thus reducing time and labour involved. Effects efficient training that suits capacity of student. Enables training large number of students, rapport requiring to be established with just one lecturer, thus improving productivity of system.

Dwg.1/8

Derwent Class: P85; W01

International Patent Class (Main): H04M-003/60

International Patent Class (Additional): G06F-017/00; G09B-009/00

7/7/6 (Item 6 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010887751 **Image available**

WPI Acc No: 96-384702/199638

Interactive broadcast system e.g. for ordering of goods or home shopping etc. - allows subscriber to respond to partic. broadcast information by returning message to designated telephone number from messaging device to access desired service

Patent Assignee: GOSNEY P J (GOSN-I); FLEXYDIAL PTY LTD (FLEX-N)

Inventor: GOSNEY P J; GOSNEY P

Number of Countries: 070 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9625006	A1	19960815	WO 96AU58	A	19960209	H04N-007/173	199638 B
AU 9646140	A	19960827	AU 9646140	A	19960209	H04N-007/173	199649
SG 34383	A1	19961206	SG 961222	A	19960209	H04H-001/00	199706

Priority Applications (No Type Date): AU 956808 A 19951127; AU 951069 A 19950210; AU 952068 A 19950331

Cited Patents: 1.Jnl.Ref; EP 577054; EP 620688; GB 2211689; JP 7203417; US 5119188; US 5276866; WO 9013088; WO 9511569; WO 9515533; WO 9520294

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
WO 9625006	A1	E	71				

Designated States (National): AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG US UZ VN
Designated States (Regional): AT BE CH DE DK EA ES FR GB GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG

AU 9646140 A Based on WO 9625006

Abstract (Basic): WO 9625006 A

The system comprises messaging devices which are provided to each **subscriber** to allow him/her to transfer a message indication over the **telephone** network. The messaging device can dial at least one specified **telephone** number and is **used** to send a **subscriber** **identification** code to an indication transfer device on answering by the latter. The indication transfer device transmits **consumer**

identification data to one or more service providers in response to receipt of a consumer identification code.

A broadcaster sends data over the transmission medium to consumers and requests activation of the messaging devices in a specified manner within a given time period. If a partic. consumer returns the partic. message, the indication transfer device will determine the time of activation for partic. indications stored in a database and will then transmit corresp. consumer and indication identification data.

USE /ADVANTAGE - E.g. suited to tele-marketing . Offers consumers or subscribers increased choice of service and flexibility of use .

Dwg.1/13

Derwent Class: T01; W01; W02

International Patent Class (Main): H04H-001/00; H04N-007/173

International Patent Class (Additional): H04H-001/00

7/7/7 (Item 7 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010742864

WPI Acc No: 96-239819/199625

Least cost call routing with remote tariff updating - calculating cost per unit time of proposed call using data stored in local database and selecting cheapest to carry out call

Patent Assignee: RIGHT HEMISPHERE PTY LTD (RIGH-N)

Inventor: VOGEL P S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
AU 9534289	A	19960502	AU 9534289	A	19951017	H04M-003/38	199625 B

Priority Applications (No Type Date): AU 948820 A 19941017

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
AU 9534289	A		18				

Abstract (Basic): AU 9534289 A

The method for least cost routing involves receiving at a customer 's premises from which a call is to originate, data from a remotely located central database containing call tariff information. At least a subset of the call tariff information is stored in a local database located at the customer 's premises from which a call is to originate. When a call is to be made from the customer 's premises the cost per unit time of the call to be made is calculated according to the tariff data stored in the local database for each of the available carriers.

The calculation is made based on the destination, location of the originator, time of day, date and other data from the local database which could influence the cost of the call. The carrier which, according to the calculation offers the least cost per unit time is selected. Signals are sent to the telephone network which cause the call to be routed via the selected cheapest carrier.

USE /ADVANTAGE - Requires minimum amount of data storage in customer equipment. easily and inexpensively updated as frequently as required. Can accommodate complex tariff schedules, short term special offers and other rapidly changing parameters.

Dwg.0/3

Derwent Class: T01; W01

International Patent Class (Main): H04M-003/38

International Patent Class (Additional): H04M-003/42

7/7/8 (Item 8 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010590408

Image available

WPI Acc No: 96-087361/199609

Integrated commissary system - receives and processes commissary orders using premise based telephone system of institution without accessing PSTN

Patent Assignee: GATEWAY TECHNOLOGIES INC (GATE-N)

Inventor: BROWN B D; WAKEFIELD P A J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5485507	A	19960116	US 93109830	A	19930820	H04M-011/00	199609 B
			US 94226665	A	19940412	B	

Priority Applications (No Type Date): US 94226665 A 19940412; US 93109830 A 19930820

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
US 5485507	A		14	CIP of	US 93109830	

Abstract (Basic): US 5485507 A

In a premise-based telephone system for connecting calls from several telephone stations within an institution, a commissary system automatically processes orders to the commissary of the institution through the telephone stations of the premise based telephone system. The commissary system has a memory for storing user status information including a user name, a personal identifier, an account balance and a user class for each user of the commissary system and commissary inventory information for each item offered by the commissary of the institution. A processor is connected to the memory and to a telephone station of the premise based telephone system.

A processor implemented control program monitors the telephone station. When a user enters a commissary telephone number, the control program instructs the processor to compare user status and inventory information with identifier and item selection information, respectively, provided by the user to determine whether authorisation criteria are met and to updates the user status information. A transaction record is generated if they are. A message generator communicates stored user status and commissary information to the user and requests user identifier and item selection information.

USE /ADVANTAGE - Interactive voice response system. Automatically collects and processes commissary orders.

Dwg.1/4

Derwent Class: W01

International Patent Class (Main): H04M-011/00

7/7/9 (Item 9 from file: 351)

DIALOG(R) File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010374230 **Image available**

WPI Acc No: 95-275592/199536

Authenticity checking in universal personal telecommunication system - controlling offered personal services by registering incoming and outgoing calls automatically using unique identity to improve access and service of DECT system

Patent Assignee: TELIA AB (TELI-N)

Inventor: HJERN M; OLANDERS P

Number of Countries: 010 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9520864	A1	19950803	WO 94SE1267	A	19941230	H04Q-007/32	199536 B
SE 9400265	A	19950729	SE 94265	A	19940128	H04Q-007/04	199541
EP 741952	A1	19961113	WO 94SE1267	A	19941230	H04Q-007/32	199650
			EP 95907914	A	19941230		

Priority Applications (No Type Date): SE 94265 A 19940128

Cited Patents: EP 395755; WO 9309629; WO 9401976

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
WO 9520864	A1	E	18				
EP 741952	A1	E	18	Based on		WO 9520864	
Designated States (Regional): CH DE DK ES FR GB IT LI MC							

Abstract (Basic): WO 9520864 A

The telecommunications system operates with a personal telephony base, with **user** -control over the personal services **offered**. A **user** is represented by a unique identity - the Unique Personal Telephone Number (UPTN) - which **identifies** the **user** and enables their authenticity to be checked.

Access to the services can be established from a DECT **telephone** using the UPTN which is **used** to **identify**, authenticate and register the **user** in the system. The availability of **services offered** thus becomes **more user** -friendly, and both **services** and the DECT system become more attractive to the end-**users**. Pref., both incoming and outgoing calls can be automatically registered with the aid of a respective DECT portable.

USE /ADVANTAGE - Provision of uniform, flexible, personal telecommunication services. Independent of terminal, network or type of access. Enables automatic registration of incoming/outgoing calls. Makes **services offered more user** -friendly.

Dwg.1/4

Derwent Class: W01

International Patent Class (Main): H04Q-007/04; H04Q-007/32

International Patent Class (Additional): H04Q-007/38

7/7/10 (Item 10 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010346801 **Image available**

WPI Acc No: 95-248115/199533

Interactive screen based telephone set for both residential and business use - generating utility function by translating logical access request originated by user activating function key

Patent Assignee: PEZZULLO W V (PEZZ-I); TURNBULL R B (TURN-I); NORTHERN TELECOM LTD (NELE)

Inventor: BRISEBOIS M J A; JOHNS J B; ORFORD K M; PEZZULLO W V; ROBERT A J; ROSS W T; TRAVIS K J; TSUJI B H; BRISEBOIS M J; GOSZCZYNSKI P T; MCGARRY S J; TURNBULL R B; READ C D; TURNBALL R B

Number of Countries: 004 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
GB 2285897	A	19950726	GB 9425752	A	19941220	H04M-001/00	199533 B
CA 2136561	A	19950701	CA 2136561	A	19941124	H04M-001/274	199539
CA 2138069	A	19950701	CA 2138069	A	19941214	H04M-001/02	199539
JP 7212448	A	19950811	JP 93349934	A	19931230	H04M-001/274	199541
CA 2112757	A	19950705	CA 2112757	A	19940104	H04M-011/06	199542
US 5590189	A	19961231	US 94354658	A	19941213	H04M-001/00	199707
US 5615257	A	19970325	US 94354599	A	19941213	H04M-001/56	199718
Priority Applications (No Type Date): CA 2112757 A 19940104; JP 93349934 A 19931230							

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
GB 2285897	A		71				
JP 7212448	A		9				
US 5590189	A		10				
US 5615257	A		23				

Abstract (Basic): GB 2285897 A

The method for operating a microprocessor controlled **telephone** set having a microprocessor, a **user** data memory and several function keys involves accessing the **user** data memory by defining a set of utility functions in a physical access module. A logical access request originated by a **user** is translated of a corresp. utility function. A

logical access request is generated in response to activation of a function key.

Pref., the **telephone** has a display screen and several soft-keys. At least one soft-key is defined for response entry by a **user** in response to a data burst from a **telephone** switching office. The microprocessor displays information on the display screen downloaded in the data burst in response to the response by the **user**.

USE /ADVANTAGE - Permits remote, but **user** friendly, operation for banking, shopping etc by **telephone**. **Offers** additional delivery vehicle.

Dwg.1/23

Abstract (Equivalent): US 5615257 A

A method of operating a **subscriber telephone terminal** having a display screen, a microprocessor, and a plurality of soft-keys, comprising the steps of: **detecting** an incoming signal from a **telephone** switching office; determining that said incoming signal is a data burst; allowing said data burst to **control** said display screen and said soft-keys and to temporarily define at least **one** soft-key for response entry by a **user**; **causing** said microprocessor to display information on said display screen downloaded in said data burst in response to said response entry by the **user**; storing a virtual **display** page, a virtual soft-key table, and a return character string, downloaded during an analog display services interface (ADSI) session, prior to display on said screen; and determining **if** an ADSI **session** is in progress, and if yes then allowing said ADSI to **update** said screen display and soft-keys on a real-time basis.

Dwg.1/17

US 5590189 A

A method of operating a microprocessor controlled **telephone** set having a microcomputer, **user** -data memory, and a plurality of function-keys, comprising the steps of: storing in said **user** -data memory a plurality of logical link lists associating records storage areas with each other by storing and **updating** an index of at least the record number of the first record in **use**, the record number of the last record in **use**, the record number of the first record in limbo, the record number of the next record and the record number of the previous record; accessing said **user** data memory by defining a set of utility functions in a physical access module which reads and writes the memory; translating a logical access request originated by a **user** of said **telephone** set to a corresponding utility function; and said logical access request having been generated in response to activation of a function-key.

Dwg.2/6

Derwent Class: T01; T04; W01

International Patent Class (Main): H04M-001/00; H04M-001/02; H04M-001/274; H04M-001/56; H04M-011/06

International Patent Class (Additional): H04M-001/27; H04M-011/08

7/7/11 (Item 11 from file: 351)

DIALOG(R) File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010334164 **Image available**

WPI Acc No: 95-235858/199531

Integrated mail system in electronic mail - employs separate tables for managing mail box ID and terminal equipment address

Patent Assignee: MATSUSHITA DENKI SANGYO KK (MATU)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
JP 7143167	A	19950602	JP 93286471	A	19931116	H04L-012/54	199531 B

Priority Applications (No Type Date): JP 93286471 A 19931116

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
JP 7143167	A		5			

Abstract (Basic): JP 7143167 A

The integrated mail system comprises a private branch switching apparatus (1) connected to a computer (5), an audio recording system (4) and multiple **telephone** devices (2). Multiple terminal equipments (8) **used** by the **telephone** devices and an electronic mail database (7) are connected to the computer. The computer stores the **telephone** ID corresponding to a **user**'s mail box ID on a mail box ID pair telephony table (11). It stores the terminal ID corresponding to the **telephone** ID on an ID pair terminal equipment address table (12).

When a **user** changes the terminal equipment, the mail box ID from the **telephone** device is specified. **Based** on this, a renewal part **updates** the **telephone** ID in the mail box ID pair telephony table. A terminal equipment determination part determines the terminal ID **used** by the **telephone** device and stores it in the ID pair terminal equipment address table.

ADVANTAGE - Provides minimum change part of management information. Shortens processing time. **Offers** flexibility and conservativeness of system.

Dwg.1/7

Derwent Class: T01; W01

International Patent Class (Main): H04L-012/54

International Patent Class (Additional): G06F-003/16; G06F-015/02;

H04L-012/58; H04M-003/50; H04Q-003/58

7/7/12 (Item 12 from file: 351)

DIALOG(R) File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010205862 **Image available**

WPI Acc No: 95-107116/199515

Passive voice verification in telephone network - **passively** monitoring conversation between calling and called parties to obtain **sample signal**, and comparing with at least one reference set of speech features to determine whether calling person is customer of telephone network

Patent Assignee: INT STANDARD ELECTRIC CORP (INTT); ITT CORP (INTT)

Inventor: BAHLER L G; HIGGINS A L

Number of Countries: 003 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat	No	Kind	Date	Main IPC	Week
AU 9467469	A	19950223	AU 9467469	A	19940714	G10L-007/08		199515 B
EP 643520	A2	19950315	EP 94112511	A	19940810	H04M-003/42		199515
CA 2130211	A	19950211	CA 2130211	A	19940809	H04M-003/42		199518
US 5414755	A	19950509	US 93105849	A	19930810	H04M-011/00		199524
AU 670379	B	19960711	AU 9467469	A	19940714	G10L-007/08		199635

Priority Applications (No Type Date): US 93105849 A 19930810

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
AU 9467469	A		27				
EP 643520	A2 E		15				
US 5414755	A		10				
AU 670379	B			Previous Publ.		AU 9467469	

Abstract (Basic): AU 9467469 A

A **telephone** long distance service is provided using speaker **verification** to determine whether a **user** is a valid **user** or an imposter. The **user** claims an identity by **offering** some form of **identification** typically by entering a calling card number on the **phone**'s touch-tone **telephone**. Unrestricted, extemporaneous speech of a group of **customers** are digitised, analysed in accordance with a PCM circuit (30), and characterised as a non-parametric set of speech feature vectors.

The extemporaneous speech of the long distance **telephone** service **user** claiming the identity of a service **customer** via his card number is digitised and analysed in a like manner. The identity of

the **user** is **verified** by comparing, either during or after the call, the signals in accordance with an algorithm which compares a reference utterance of a known **customer** with input utterances from one or **more** unknown **telephone service users**, one of which **users** has claimed the identity of the **customer**. This comparison results in a decision to accept or reject the hypothesised identity. The identity hypothesis to be tested is thus derived from the calling card of the **customer**.

USE /ADVANTAGE - Esp. for **long distance** credit card services. Prevents calling card abuse over **telephone** lines. Effectively, yet passively, discriminates between true speakers and imposters.

Dwg.1,2/5

Abstract (Equivalent): US 5414755 A

The **telephone long distance** service is provided using speaker **verification** to determine whether a **user** is a valid **user** or an impostor. The **user** claims an identity by **offering** some form of **identification**, typically by entering a calling card number on the **phone**'s touch-tone keypad or by a magnetic strip on the card which is read by the **telephone**. Unrestricted, extemporaneous speech of a group of **customers** are digitised, analysed in accordance with a PCM circuit, and characterised as a nonparametric set of speech feature vectors. The extemporaneous speech of the **long distance telephone service user** claiming the identity of a service **customer** via his card number is digitised and analysed in a like manner.

The identity of the **user** is **verified** by comparing, either during or after the call, the signals in accordance with an algorithm which compares a reference utterance of a known **customer** with input utterances from one or **more** unknown **telephone service users**, one of which **users** has claimed the identity of the **customer**. This comparison results in a decision to accept or reject the hypothesised identity. The identity hypothesis to be tested is thus derived from the calling card of the **customer**.

ADVANTAGE - Prevents calling card abuse over **telephone** lines. Effectively yet passively, discriminates between true speakers and impostors, esp. in **long distance** network setting.

(Dwg.1/5

Derwent Class: P86; T05; W01; W04

International Patent Class (Main): G10L-007/08; H04M-003/42; H04M-011/00

International Patent Class (Additional): G10L-005/06; G10L-009/00;

H04M-015/00

7/7/13 (Item 13 from file: 351)

DIALOG(R) File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

010105897 **Image available**

WPI Acc No: 95-007150/199501

Communication switching system offering **telemetry services** - has **control processors** at **exchanges** receiving instructions for serving calls from **utility facilities** connected to certain **trunk ports**

Patent Assignee: AT & T CORP (AMTT); AMERICAN TELEPHONE & TELEGRAPH CO (AMTT); GARLAND S M (GARL-I)

Inventor: GARLAND S M; GARLAND S

Number of Countries: 035 Number of Patents: 020

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9427396	A1	19941124	WO 94US2021	A	19940216	H04M-011/00	199501 B
TW 234804	A	19941121	TW 94101657	A	19940226	H04M-003/42	199506
US 5394461	A	19950228	US 9360322	A	19930511	H04M-011/00	199514
AU 9465165	A	19941212	AU 9465165	A	19940216	H04M-011/00	199521
FI 9505435	A	19951110	WO 94US2021	A	19940216	H04M-000/00	199605
			FI 955435	A	19951110		
BR 9406524	A	19960102	BR 946524	A	19940216	H04M-011/00	199610
			WO 94US2021	A	19940216		
NO 9504459	A	19960105	WO 94US2021	A	19940216	H04M-000/00	199610
			NO 954459	A	19951107		
EP 698325	A1	19960228	EP 94912746	A	19940216	H04M-011/00	199613

			WO 94US2021	A	19940216		
US 5509054	A	19960416	US 9360322	A	19930511	H04M-011/00	199621
			US 93155047	A	19931119		
HU 73369	T	19960729	WO 94US2021	A	19940216	H04M-011/00	199643
			HU 953184	A	19940216		
CZ 9502952	A3	19961016	CZ 952952	A	19940216	H04M-011/00	199648
JP 8510370	W	19961029	JP 94525391	A	19940216	H04M-011/00	199705
			WO 94US2021	A	19940216		
NZ 263905	A	19961220	NZ 263905	A	19940216	H04M-011/06	199708
			WO 94US2021	A	19940216		
AU 679517	B	19970703	AU 9465165	A	19940216	H04M-011/00	199735
SK 9501417	A3	19970709	WO 94US2021	A	19940216	H04M-011/00	199736
			SK 951417	A	19940216		
EP 698325	B1	19970917	EP 94912746	A	19940216	H04M-011/00	199742
			WO 94US2021	A	19940216		
CN 1122638	A	19960515	CN 94192022	A	19940216	H04M-011/00	199746
DE 69405731	E	19971023	DE 605731	A	19940216	H04M-011/00	199748
			EP 94912746	A	19940216		
			WO 94US2021	A	19940216		
ES 2106527	T3	19971101	EP 94912746	A	19940216	H04M-011/00	199750
SG 42971	A1	19971017	SG 961589	A	19940216	H04M-011/00	199751

Priority Applications (No Type Date): US 93155047 A 19931119; US 9360322 A 19930511

Cited Patents: 2.Jnl.Ref; US 4048448; US 5189694

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
WO 9427396	A1	E	46				
Designated States (National): AU BR CA CN CZ FI HU JP KR NO NZ PL RU SK UA							
Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE							
US 5394461	A		33				
AU 9465165	A			Based on		WO 9427396	
BR 9406524	A			Based on		WO 9427396	
EP 698325	A1	E	46	Based on		WO 9427396	
Designated States (Regional): AT BE CH DE ES FR GB IT LI NL SE							
US 5509054	A		26	Div ex		US 9360322	
HU 73369	T			Based on		WO 9427396	
JP 8510370	W		57	Based on		WO 9427396	
NZ 263905	A			Based on		WO 9427396	
AU 679517	B			Previous Publ.		AU 9465165	
				Based on		WO 9427396	
EP 698325	B1	E	37	Based on		WO 9427396	
Designated States (Regional): AT BE CH DE ES FR GB IT LI NL SE							
DE 69405731	E			Based on		EP 698325	
				Based on		WO 9427396	
ES 2106527	T3			Based on		EP 698325	

Abstract (Basic): WO 9427396 A

The communication switching system has one or more switching offices (21,22), each selectively interconnecting several line and trunk ports. A control processor (26,27,28) effects network control on the basis of supervisory, control and call signalling information received from the ports. Additionally the processor also receives instructions for serving calls from utility facilities (20,70) connected to certain trunk ports.

Prof. telemetry interface units (30) are provided at some **customer** premises (60). Devices (48) under the control of the interface units are controlled in accordance with calling signals received over the associated **subscriber** line (35) and including alerting signals. These may comprise suppressed ringing, power ringing or tones.

USE /ADVANTAGE - Convenient. Flexible. Maximises types of telemetry services available.

Dwg.1/15

Abstract (Equivalent): EP 698325 B

A communication switching system comprising: one or more switching offices wherein each office comprises: a switching network (23)

comprising: a plurality of line ports for connection to **subscriber** lines; a plurality of trunk port for connection to other switching offices and to utility facilities; switching means for selectively interconnecting said line and trunk ports; and network control means for controlling said switching means; a stored program control processor SPCS (26, 27, 28) comprising: input means coupled to said line and trunk ports for receiving supervisory, control, and call signalling information from said line and trunk ports; and control means for controlling said network control means in accordance with received supervisory, call signalling and control information; characterised in that certain of said trunk ports which are connected to utility facilities (20, 70) are assigned a class of service that dictates that said stored program control processor SPCS in addition to supervisory and call signalling information, for each request for service received at such trunk ports, is to receive telemetry function **identification** TFI instructions comprising alert codes (Table II) and switch function codes (Table I), for implementing a selected one or **more** of a plurality of **services** under control of said stored program control processor.

Dwg.1/15

Abstract (Equivalent): US 5509054 A

A communication switching system comprising:
one or more switching offices wherein each office comprises:
a switching network (23) comprising:
a plurality of line ports for connection to **subscriber** lines;
a plurality of trunk ports for connection to other switching offices and to utility facilities;
switching means for selectively interconnecting said line and trunk ports; and
network control means for controlling said switching means;
a stored program control processor (SPCS) (26, 27, 28) comprising:
input means coupled to said line and trunk ports for receiving supervisory, control, and call signalling information from said line and trunk ports; and
control means for controlling said network control means in accordance with received supervisory, call signalling and control information;

CHARACTERIZED IN THAT

certain of said trunk ports which are connected to utility facilities (20, 70) are assigned a class of service that dictates that said stored program control processor (SPCS), in addition to supervisory and call signalling information, is to receive instructions for serving requests for voice, data, and administrative calls from said utility facilities.

Dwg.1/15

US 5394461 A

The system is in an arrangement where an accessing device is connected by at least one trunk (UTT) to a switching network internal to the switching system, and where the network is connected via **customer** lines to a number of destinations.

The switching system receiving trunk signalling includes a function **identifier** from the data accessing device on the trunk, comprising **customer** premises equipment (CPE) alert codes, switch function codes, and control data.

In response to the received signalling, the switching system implements control activities including controlling connections between the accessing device and at least one of the destinations via the network and in accordance with the function **identifier**.

USE /ADVANTAGE - Control method for **use** by **telephone** switching system. An expanded telemetry protocol allowing provision of additional transport capabilities: 1) switch alert of CPE or voice equipment, 2) activation of other switch capabilities, 3) a barge-in capability, and 4) a broadcast capability. A telemetry function **identification** is included in protocol to define a number of telemetry applications. Allows sequential broadcast of voice or data to a list of destinations, operation with an analog display station interface (ADSI) station, and sub-addressing to specify particular destinations.

Dwg.7/21

Derwent Class: W01; W05

International Patent Class (Main): H04M-000/00; H04M-003/42; H04M-011/00;
H04M-011/06

International Patent Class (Additional): H04Q-009/00

7/7/14 (Item 14 from file: 351)

DIALOG(R) File 351: DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

008865487 **Image available**

WPI Acc No: 91-369514/199150

Telephone network providing pro-active call services - uses interface
having passive in line monitor for detecting entry of service access
code with control providing service

Patent Assignee: MESSENGER PARTNERS (MESS-N)

Inventor: NIMON R E; PUGH J A

Number of Countries: 017 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat	No	Kind	Date	Main IPC	Week
WO 9118466	A	19911128						199150 B
AU 9178977	A	19911210						199212
US 5131024	A	19920714	US 90524633	A	19900516	H04M-001/64		199231

Priority Applications (No Type Date): US 90524633 A 19900516

Cited Patents: US 4959855

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
--------	------	-----	----	--------	-------	-------------	--------

WO 9118466	A						
------------	---	--	--	--	--	--	--

Designated States (National): AU CA JP

Designated States (Regional): AT BE CH DE DK ES FR GB GR IT LU NL SE

US 5131024	A	8					
------------	---	---	--	--	--	--	--

Abstract (Basic): WO 9118466 A

The network has a calling station connectable to a switch and a called station connectable to a second switch. The switches are connectable by a link. An interface is connected in the link to **monitor** for entry of a predetermined service access code by a called station after call completion and before either of the **users** goes on-hook.

A control is connected to the interface and is responsive to entry of the predetermined access code for controlling **offer** and acceptance of one or **more** predetermined **services** controlled and paid for by the **user** requesting the service.

ADVANTAGE - Facilitates provision of enhanced proactive services after call completion. (17pp Dwg.No.1,2/2)

Abstract (Equivalent): US 5131024 A

The **telephone** network has a calling station connectable to a first switch and a called station connectable to a second switch, with the first and second switch being connectable by a link. The improvement comprises a device connectable in the link for storing call setup signals passing from the first switch to the second switch. There is a member connectable in the link for forwarding the call setup signals to the second switch.

There is also a device connectable in the link to **monitor** for entry of a predetermined service access code by a **user** of the calling station or a **user** of the called station after call completion between the calling station and the called station and before either of the **users** goes on-hook. There is also a control connected to the **monitor** and responsive to entry of the predetermined access code for controlling **offer** and acceptance of one or **more** predetermined **services** controlled and paid for by the **user** requesting the service.

USE /ADVANTAGE - An apparatus that passively **monitors** a line between calling and called stations following call completion, **detects** a request for an ancillary **user** service, and then controls the providing of such service at the request of either the calling party or the called party. Provides enhanced proactive services after call completion.

Dwg.1A/1
Derwent Class: W01
International Patent Class (Main): H04M-001/64
International Patent Class (Additional): H04M-003/50

7/7/15 (Item 15 from file: 351)
DIALOG(R) File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

008836075 **Image available**
WPI Acc No: 91-340092/199146

Public switched long distance telephone system - is extended to
provide additional subscriber services e.g. message
store-and-forward, conference, news and information facilities
Patent Assignee: TELECOM USA INC (TELE-N); MCI COMMUNICATIONS CORP (MCIC-N)
Inventor: FELTZ K T; HANSON V E; HOGAN S J; MCLEOD C E; MURDOCK D R;
MURDOCK D B

Number of Countries: 033 Number of Patents: 013

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9116779	A	19911031					199146 B
AU 9177911	A	19911111					199207
EP 527855	A1	19930224	EP 91909108	A	19910419	H04M-001/66	199308
			WO 91US2624	A	19910419		
US 5222120	A	19930622	US 90513956	A	19900423	H04M-001/50	199326
AU 654280	B	19941103	AU 9177911	A	19910419	H04M-003/50	199501
AU 9481628	A	19950309	AU 9177911	A	19910419	H04M-003/42	199520
			AU 9481628	A	19941220		
EP 527855	A4	19940810	EP 91909108	A	19910000		199532
US 5550899	A	19960827	US 90513956	A	19900423	H04M-003/50	199640
			US 9332595	A	19930317		
US 5555290	A	19960910	US 90513956	A	19900423	H04M-003/50	199642
			US 9332594	A	19930317		
			US 95420331	A	19950411		
JP 8506937	W	19960723	JP 91508826	A	19910419	H04M-003/42	199650
			WO 91US2624	A	19910419		
AU 679135	B	19970619	AU 9177911	A	19910419	H04M-003/42	199733
			AU 9481628	A	19941220		
CA 2078802	C	19971014	CA 2078802	A	19910419	H04M-003/38	199802
AU 9736100	A	19971204	AU 9481628	A	19941220	H04M-003/42	199806
			AU 9736100	A	19970829		

Priority Applications (No Type Date): US 90513956 A 19900423; US 9332595 A 19930317; US 9332594 A 19930317; US 95420331 A 19950411

Cited Patents: 1.Jnl.Ref; EP 266044; US 3912874; US 4455455; US 4460807; US 4577062; US 4653085; US 4697282; US 4724539; US 4734930; US 4752951; US 4761807; US 4766604; US 4783796; US 4797911; US 4802206; US 4812843; US 4827500; US 4845739; US 4878239; US 4899369; US 4908850; US 4922521; US 4922522; US 4926462; US 4933965; US 4935956; US 4954958; US 4955047; US 4959855; US 4965459; US 4974254; US 4993062; US 4996705; US 5003584; EP 342314; EP 451693; EP 491497; FR 2608875; GB 2206265; JP 1132296; US 4162377; US 4757267; US 4761808; US 4896346; US 5103475; WO 8502510; WO 9111874

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
WO 9116779	A						
					Designated States (National):	AT AU BB BG BR CA CH DE DK ES FI GB HU JP	
						KP KR LK LU MC MG NL NO OA PL RO SD SE SU	
					Designated States (Regional):	AT BE CH DE DK ES FR GB GR IT LU NL SE	
EP 527855	A1	E	125	Based on		WO 9116779	
					Designated States (Regional):	BE DE DK FR GB IT LU NL SE	
US 5222120	A		55				
AU 654280	B			Previous Publ.		AU 9177911	
				Based on		WO 9116779	
AU 9481628	A			Div ex		AU 9177911	
US 5550899	A	45		Div ex		US 90513956	
				Div ex		US 5222180	

US 5555290	A	56	Div ex	US 90513956	
			Cont of	US 9332594	
			Div ex		US 5222120
JP 8506937	W	121	Based on		WO 9116779
AU 679135	B		Div ex	AU 9177911	
			Previous Publ.		AU 9481628
AU 9736100	A		Div ex	AU 9481628	

Abstract (Basic): WO 9116779 A

This is an extension for switching systems, to provide additional **subscriber** services over basic **long distance** calling. These include message store-and-forward, where the **subscriber** is absent from the first-called destination, news and information services and conferencing facilities.

Further improvements include the **use** of pre-recorded announcements for operator-assisted calls, and the storage of **subscriber** charging data which may be retrieved on repeat calls for **detection** of possible 'nuisance' calling, as well as enabling the generation of **subscriber** accounts. **Subscribers** are issued with special authorisation dialling codes, when eligible to access any additional special services.

USE /ADVANTAGE - Allows enhanced services to be accessed by **subscribers** located at any point within wide geographic area. (125pp Dwg.No.2/20)

Abstract (Equivalent): US 5555290 A

A method for providing at least one **subscriber** at least one authorized enhanced service to a caller through a **long distance telephone** switching system, comprising the steps of:

receiving a call placed by said caller from any **telephone** with which communications with said **long distance telephone** switching system may be established;

generating a call detail record containing information relating to said call;

receiving an enhanced service request code from said caller relating to said one authorized enhanced service of a plurality of enhanced services available through said **long distance telephone** switching system;

generating a billing detail record containing information relating to said authorized enhanced service requested by said caller; and

generating a **subscriber** bill based on the information contained in said call detail record and the information contained in said billing detail record.

Dwg.1/20

US 5222120 A

The appts. for making enhanced **telephone** services available for a caller at any **telephone** station, includes switching device for receiving calls including an authorisation code and selection codes entered from the **telephone** station. A processor operable in connection with the switch implements the enhanced **telephone** services and receives the authorisation and selection codes.

A storage device contains information available to the processor and includes information defining certain enhanced **telephone** services preselected by a **subscriber** to be associated with the authorisation code. The processor includes a device responsive to the authorisation code entered from the **telephone** station to extract the information defining the preselected enhanced **telephone** services, which are made available by entry of the selection codes.

USE /ADVANTAGE - **Long distance telephone** switching system handling enhanced **subscriber** services e.g. audio news, conference calling, voice messaging, message storage and forwarding etc. services are billed for, similar to **telephone** calls.

Dwg.1/20

US 5550899 A

For **use** in conjunction with a **long distance telephone** network, a method for allowing a **subscriber** to direct rerouting of incoming calls received at a **telephone** switching system, comprising the steps of:

receiving and recognizing a call from said **subscriber** as a

subscriber call on a first incoming line which is accessible by any **telephone** in communications with said **long distance telephone** network;

receiving from said any **telephone** a request code entered by said **subscriber**, said request code designating at least one routing number indicative of a **telephone** line accessible by said **long distance telephone** network to which incoming calls for said **subscriber** are to be rerouted;

storing said routing number in a **subscriber** file;

retrieving said **subscriber** file when an incoming call is received on a second incoming line reserved for said **subscriber**; and

completing the incoming call using only said one routing number contained in said **subscriber** file without reference to another file and without requiring further information from a calling party associated with the call.

Dwg.13/20

Derwent Class: T01; W01

International Patent Class (Main): H04M-001/50; H04M-001/66; H04M-003/38; H04M-003/42; H04M-003/50

International Patent Class (Additional): H04M-003/00; H04M-003/54; H04M-003/56; H04M-003/60; H04M-011/08; H04M-015/00; H04M-015/04; H04M-015/12; H04Q-003/545

7/7/16 (Item 16 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

008585265 **Image available**

WPI Acc No: 91-089297/199113

Voice information service system - enables inputting of desired specific character by selecting two buttons from touch-tone type telephone and pressing them in given sequence

Patent Assignee: KOREA TELECOM AUTH (KOTE-N); KOREA TELECOM AUTHORITY

(KOTE-N); KANKOKU DENKI TSUSH (KANK-N); KOREA TELECOM CORP (KOTE-N)

Inventor: LN D J; LN K E; RAK L J; EUNG IN K; JAE IN K; JONG RAK L; KIM J; LEE J; KIM E; KIM E I; KIM J I; LEE J R

Number of Countries: 004 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
GB 2236232	A	19910327	GB 9017560	A	19900810		199113 B
JP 4002254	A	19920107	JP 90341180	A	19901130		199211
US 5163084	A	19921110	US 90563481	A	19900807	H04M-001/64	199248
KR 9205581	B	19920709	KR 8911435	A	19890811	H04M-001/23	199309
KR 9300593	B	19930125	KR 903367	A	19900314	G06F-015/40	199341
US 5255310	A	19931019	US 90563481	A	19900807	H04M-001/64	199343
			US 92931135	A	19920817		
GB 2236232	B	19940302	GB 9017560	A	19900810	H04M-003/42	199407

Priority Applications (No Type Date): KR 903367 A 19900514; KR 8911435 A 19890811

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
JP 4002254	A		10			
US 5163084	A		12			
US 5255310	A		10	Cont of	US 90563481	
				Cont of		US 5163084
GB 2236232	B		3			

Abstract (Basic): GB 2236232 A

In the system a **telephone** (1) is provided to transmit a Dual Tone Multi-Frequency (DTMF) signal by utilising a character panel including several buttons (30) which are orderly arranged therein. An exchange (82) is provided to switch the DTMF signal. A DTMF receiver apparatus (4) converts the DTMF signal into a corresponding digital signal. A key word storage apparatus (6) includes a service name file unit for storing a service name file, and a key word dictionary unit for storing a key word dictionary.

A text information storage apparatus (7) stores several

information data corresponding to each service name. A central Processor Unit converts a digital signal outputted from the DTMF receiver apparatus into an input character string to match the input character string with the key words stored in the key word storage apparatus in order to provide information data. A voice output apparatus is connected from the Central Processor Unit, for converting a digital voice data signal into a voice signal to provide the desired information service to the **user**.

ADVANTAGE - Facilitates inputting of a continuous character string without making a distinction between component words.

Dwg.1/6

Abstract (Equivalent): GB 2236232 B

An information system for providing information to a **user** via a **telephone** exchange, the system comprising: input means operable by the **user** at a first station to enter data relating to information required by the **user**; processing means at a second station, connected to the first station via a **telephone** exchange, operable to produce a character string from the data entered by the **user** at the first station; storage means for storing at the second station a plurality of service names, a corresponding plurality of information data, and a plurality of key words, each of the key words being associated with one or **more** of the plurality of **service** names; and means for selecting a service name from the plurality of service names in dependence on the character string and for transmitting to the **user** via the **telephone** exchange information data corresponding to the service name selected wherein the means for selecting a service name includes approximate matching means for at least partially matching the character string with at least one of the plurality of key words and for selecting one of the one or **more service** names associated with the at least partially matched key words.

(Dwg.1/5

Abstract (Equivalent): US 5163084 A

The voice information system includes a **telephone** appts. transmitting a dual tone multi-frequency (DTMF) signal by using a character panel including number of buttons which are orderly arranged. An exchange apparatus is provided to intermediate the DTMF signal. A **telephone** line matching apparatus is connected from the exchange apparatus to **detect** a line status of the system and protect the system from an instantaneous higher voltage. A DTMF receiver converts the DTMF signal into a corresp. digital signal.

A service provider terminal is provided to input a number of key words for storage in memory apparatus. A text information storage apparatus stores a number of information storage apparatus stores a number of information data corresp. to each service name. A central processing unit converts a digital signal outputted from the DTMF receiver into an input character string to match the input character string with the key words stored in the key word memory apparatus in order to provide information data. A voice output is connected from the central processing unit, for converting a digital voice signal into a voice signal.

USE /ADVANTAGE - For vocal information services by **telephone** e.g. stock **market** quotation. Avoids problem of requiring exact service descriptor, by using simple continuous phrase and touch-tone **telephone** input.

Dwg.1/6

US 5255310 A

The method involves approximately matching a DTMF input character string with a key word and for vocally outputting information in response to the input character string. A **telephone** is provided to transmit a dual tone multi-frequency (DTMF) signal by utilising a character panel including a plurality of DTMF buttons which are arranged in order. An exchange intermediates the DTMF signal. A DTMF receiver apparatus converts the DTMF signal into a corresponding digital signal. A service provider terminal apparatus inputs a plurality of key words corresp. to each service name and information data to be provided. A key word storage appts. includes a service name file unit for storing a service name file, and a key word dictionary unit for storing a key word dictionary.

A text information storage apparatus stores a plurality of information data corresponding to each service name. A central processing unit converts a digital signal outputted from the DTMF receiver apparatus into an input character string to match the input character string with the key words stored in the key word storage apparatus in order to provide information data. A voice output apparatus is connected from the central processing unit for converting a digital voice data signal into a voice signal to thus provide the desired information service to the **user**.

USE - For voice information service system.

Dwg.1/4

Derwent Class: W01

International Patent Class (Main): G06F-015/40; H04M-001/23; H04M-001/64; H04M-003/42

International Patent Class (Additional): H04M-011/08

7/7/17 (Item 17 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

008404523 **Image available**

WPI Acc No: 90-291524/199039

Electronic payment system for use with public transport - is based on plastic smart card with value debited at each use and identifies of user, bank and payment network stored

Patent Assignee: URBA 2000 (URBA-N); VIE F (VIEF-I)

Inventor: VIE F

Number of Countries: 016 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
EP 380377	A	19900801	EP 90400015	A	19900103		199039 B
AU 9048717	A	19900802					199040
CA 2007335	A	19900725					199041
FR 2642202	A	19900727					199043
EP 380377	B1	19941012	EP 90400015	A	19900103	G07F-007/08	199439
DE 69013180	E	19941117	DE 613180	A	19900103	G07F-007/08	199445
			EP 90400015	A	19900103		
ES 2066159	T3	19950301	EP 90400015	A	19900103	G07F-007/08	199515

Priority Applications (No Type Date): FR 89880 A 19890125

Cited Patents: CH 668324; EP 169278; GB 2065353; GB 2191029; WO 8803295

Patent Details:

Patent Kind Lan Pg Filing Notes Application Patent

EP 380377 A

Designated States (Regional): AT BE CH DE ES FR GB GR IT LI NL SE

EP 380377 B1 F 19

Designated States (Regional): AT BE CH DE DK ES FR GB GR IT LI LU NL SE

DE 69013180 E Based on EP 380377

ES 2066159 T3 Based on EP 380377

Abstract (Basic): EP 380377 A

The card incorporates micro-circuits for payment of transport fares or service charges for **use** with various electronic payment networks.

Cards are of two types; first, non-personalised cards like **telephone** cards which can be bought in certain shops and, secondly, personalised cards issued by banks encoded with the **users** ' and the banks' **identifications**.

Cards may also be encoded with the identity of particular transport or service companies and are only valid when **used** to pay for those companies' services and the networks on which they are valid. The system also incorporates devices to read the cards, debit their values and recharge them with value.

ADVANTAGE - Allows travellers to make single electronic payment to cover journeys involving one or **more** transport companies or **services**. It automatically handles all permutations of fare reductions and special **offers**. (18pp Dwg.No.3/8)

Abstract (Equivalent): EP 380377 B

An electronic payment system using microcircuit cards to pay for travel and other public services, of the type comprising: a first set of cards (20), said cards being named cards and each comprising: a memory (21) including: on the one hand, a zone (505) for personal and banking **identification** of the cardholder; and on the other hand, a zone (506) for storing monetary units suitable for being successively deducted each time a transport or other service is paid for directly, and a zone (509,509') for storing at least one ticket which is invalidated on taking the corresponding trip; and incorporated processor means (22) for providing selective access to and for managing the information contained in said memory; and possibly: a second set of cards (10), said cards being prepaid anonymous cards and each comprising: a memory (11) including a zone (109) for storing monetary units capable of being successively deducted on each occasion that travel or some other service is paid for directly, and a zone (107) for storing at least one ticket which is invalidated when the corresponding trip is taken; and incorporated processor means for providing selective access to and for managing the information contained in said memory; and a set of card-reading machines (30) associated with each transport means or service; said system being characterised in that it allows the payment by a single card for a number of transports and services themselves **offered** by a number of networks, and in that it further comprises: computer means (40,50) connected at least to a subset of the set of machines, and serving by way of remote bank deduction and as a function of the contents of the personal and banking **identification** zones of a named card, to enable transport or other services to be paid for without deducting from the monetary units stored in the named card, and also to reload the zone for storing monetary units and/or to restore the zone for storing tickets in the named card.

(Dwg.1/8

Derwent Class: T01; T04; T05

International Patent Class (Main): G07F-007/08

International Patent Class (Additional): G06F-015/30; G06K-019/07;
G07B-015/00

7/7/18 (Item 18 from file: 351)

DIALOG(R)File 351:DERWENT WPI

(c)1998 Derwent Info Ltd. All rts. reserv.

007834602

WPI Acc No: 89-099714/198913

Telephone **accessible traffic information system** - has central data file **source and provides** monitoring of customer **selected routings**

Patent Assignee: CHAMPION C P (CHAM-I)

Inventor: LIBERO R W; PALMER W J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 4812843	A	19890314	US 8784439	A	19870811		198913 B

Priority Applications (No Type Date): US 8784439 A 19870811; US 8745473 A 19870504

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
US 4812843	A		14			

Abstract (Basic): US 4812843 A

The traffic information system includes the option of receiving reports of **updated** information by way of **telephone** , mobile **telephone** , personal computer or personalised pager. The system provides information concerning the current status of traffic conditions along specific commuter routings and/or other information which may be of interest to a **subscriber** including airline flight and related travel and stock information, generalised routing information as in the form of directions to particular locations, stock **activity** and the like.

Upon the **subscriber** 's demand, the system continuously **monitors**

selected routings or other information and automatically provides the subscriber with **updated** information concerning changes in status or conditions.

USE - Airline, train and bus schedule information, stock market activities, news reports, etc.

2/4

Derwent Class: T01; W01

International Patent Class (Additional): G08G-001/12

7/7/19 (Item 19 from file: 351)
DIALOG(R) File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

007601372 **Image available**

WPI Acc No: 88-235304/198833

Telecommunications call destination setting by speech processing - having data base using called number to indicate services and second data base producing announcement prompting caller to use command for de

Patent Assignee: AMERICAN TELEPHONE & TELEGRAPH CO (AMTT)

Inventor: BINKERD M; BUSS C M; GAWRYS G W; STONE R E; BINKERD M S

Number of Countries: 014 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 8805985	A	19880811	WO 87US1885	A	19870731		198833 B
AU 8778034	A	19880824					198847
US 4827500	A	19890502	US 879259	A	19870130		198920
EP 343160	A	19891129	EP 87905386	A	19870731		198948
JP 2501968	W	19900628	JP 87504832	A	19870731		199032
CA 1282480	C	19910402					199118
EP 343160	B1	19920708	EP 87905386	A	19870731	H04Q-003/42	199228
			WO 87US1885	A	19870731		

Priority Applications (No Type Date): US 879259 A 19870130

Cited Patents: 4.Jnl.Ref; EP 150441; JP 57125564; JP 57141166

Patent Details:

Patent	Kind	Lan	Pg	Filing	Notes	Application	Patent
WO 8805985	A	E	35				
Designated States (National): AU JP							
Designated States (Regional): AT BE CH DE FR GB IT LU NL SE							
US 4827500	A		13				
EP 343160	A	E					
Designated States (Regional): GB							
EP 343160	B1	E	15	Based on		WO 8805985	
Designated States (Regional): GB							

Abstract (Basic): WO 8805985 A

The call processing method sets up a telecommunications call from a calling **customer** terminal (1) to one of a number of call destinations (25) through an interconnection network (15). The caller dials a special service directory number, such as an 800 number. This number is **identified** in a first data base (9) as indicating a number of possible **services**, associated with one or **more** call destinations. A second data base (13) provides the **identification** of a switch (17) for generating an announcement to the **customer** and for the **identification** of an announcement of that switch.

The call is connected to that announcement and an automatic speech and tone recognition unit (19). The announcement (21) prompts the caller to speak a command or key a dual tone multifrequency (DTMF) signal to select a possible destination. **Based** on the number dialled to the caller, the Numbering Plan Area (NPA) code of the caller plus the command leads to one of a number of POTS (plain old **telephone** service) **telephone** numbers being selected by the second data base and the call routed to that destination.

ADVANTAGE - Calls are routed to most appropriate call destination for **offering** requested service, automatically without regard to whether caller is using dial pulse or DTMF station. Number of services can **use** single directory number.

Abstract (Equivalent): EP 343160 B

A method of processing a call from a caller through a common carrier network to one of a plurality of destinations, comprising: determining that said call is a special class of call in response to a receipt of a directory number dialed by said caller for said call; in response to said determining, sending a first message comprising data **identifying** said directory number and data **identifying** the area of said caller to a data base means; in response to said first data message, determining that said call requires advanced special service and transmitting a call control message to said common carrier network, said call control message comprising an advanced special service indicator; in response to said call control message, sending a second data message to said common carrier network comprising data for **identifying** said call to a data base means to determine the identity of a prompting announcement; responsive to said second data message, **identifying** a prompting announcement for said call and sending a prompting data message comprising data for **identifying** a prompting announcement for said call; connecting said call to said announcement means for announcing said prompting announcement; characterised by: connecting said call to automatic speech recognition means for recognising speech commands, issued in response to said prompting announcement, from said caller; generating speech command data in response to recognising a speech command by said automatic speech recognition means; sending a third data message to a data base means in response to said speech command data, said third data message comprising said speech command data and data for **identifying** said call; in respect to a failure to recognise said speech command in said automatic speech recognition means, sending a fourth data message to a data base means, said fourth data message comprising data representing said failure to recognise and data for **identifying** said call; responsive to receipt of third and fourth data messages, deriving a fifth data message in said second data base under the control of data provided by said any of said response data messages, said fifth data message comprising data determining a call destination; transmitting said fifth data message to said common carrier network connected to said call, and routing said call through said common carrier network to said call destination determining by said data determining a call destination.

(Dwg.1/5

Abstract (Equivalent): US 4827500 A

The method is provides for setting up a telecommunications call from a calling **customer** (caller) terminal to one of a number of call destinations through an interconnection network. The caller dials an 800 number. This number is **identified** in a first data base as indicating a number of possible servies, each of which is associated with one or more call destinations. A second data base provides the **identification** of a switch for generating an announcement to the **customer** and for the **identification** in that switch. The call is connected to that announcement and an automatic speech and tone recognition unit, and the announcement prompts the caller to speak a command or key a dual tone multifrequency (DTMF) signal in order to select one of the possible destinations.

Based on the number dialed by the caller, the Numbering Plan Area (NPA) code of the caller plus the command keyed or spoken by the caller and recognised by the recognition unit, one of a number of POTS (plain old **telephone** service) **telephone** numbers is selected by the second data base and the call is routed to a destination **identified** by that POTS **telephone** number.

ADVANTAGE - Permits business to **use** single directory number for serving number of services of business, to select among these servies on basis of command spoken or DTMF signal keyed by caller in response to announcement of that business, and permits business to receive call at appropriate destination for processing call.

Derwent Class: W01

International Patent Class (Main): H04Q-003/42

International Patent Class (Additional): H04M-003/42; H04M-007/00

7/7/20 (Item 20 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

007238470

WPI Acc No: 87-235478/198733

Pay per view CATV system - uses conventional telephone system as interface which forms digital word for transmission to CATV supplier

Patent Assignee: PACIFIC BELL (PACI-N)

Inventor: HAGGMARK J E; LEWIS D R; PERKINS A J; RAYA G L; VARGO M F

Number of Countries: 007 Number of Patents: 011

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 8704884	A	19870813	WO 87US242	A	19870203		198733 B
AU 8770362	A	19870825					198745
EP 254743	A	19880203	EP 87901827	A	19870203		198805
JP 63502553	W	19880922	JP 87501410	A	19870203		198844
ES 2004208	A	19881216	ES 87249	A	19870203		198934
US 4852154	A	19890725					198937
IL 81389	A	19910131					199111
EP 254743	B1	19941012	EP 87901827	A	19870203	H04M-011/08	199439
			WO 87US242	A	19870203		
DE 3750646	G	19941117	DE 3750646	A	19870203	H04M-011/08	199445
			EP 87901827	A	19870203		
			WO 87US242	A	19870203		
EP 254743	A4	19891213	EP 87901827	A	19870000		199509
CA 1338833	C	19970107	CA 528060	A	19870123	H04N-007/173	199713

Priority Applications (No Type Date): US 86826082 A 19860204

Cited Patents: No-SR.Pub; 1.Jnl.Ref; US 3920908; US 4590516; WO 8503830

Patent Details:

Patent	Kind	Ln	Pg	Filing Notes	Application	Patent
WO 8704884	A	E	29			
EP 254743	A	E				
EP 254743	B1	E	10	Based on		WO 8704884
DE 3750646	G			Based on		EP 254743
				Based on		WO 8704884

Abstract (Basic): WO 8704884 A

The system is interfaced with the switched public network **telephone** system. A conventional switched public network **telephone** system has at least one central office switch (10) and several **subscriber** loops (16) operatively coupled to the central office switch. Each **subscriber** loop extends to a **subscriber** location and is terminated by at least one **telephone** identified by an originating **telephone** number. The **subscriber** selects a specific scheduled television programming event by selecting a **telephone** number which uniquely identifies the selected event.

To select an event, the **subscriber** dials the **telephone** number for the selected event. This call is handled by the central office switch in a conventional manner. The called and originating numbers are identified digitised and combined to form a digital word. The digital word is then transmitted to the CATV supplier (30). From the digital word, the CATV supplier can identify the **subscriber** and the **subscriber** selected event so that the **subscriber** receives the selected event and a bill for viewing the event.

ADVANTAGE - **Subscriber** is billed only for events which are selected and it eliminates need for **subscriber** to enter program selection or account number information and eliminates use of recording device at **subscriber** end'

1/2

Abstract (Equivalent): EP 254743 B

An apparatus for **subscriber** selection of one of a plurality of services or products offered by one or more vendors of said services or products, in a switched public network **telephone** system, the system having at least one central office switch (12), and a plurality of **telephones** (14), each of said **telephones** (14) being identified by a **telephone** number, said **telephone** system including

means (16) for operatively coupling a calling **telephone** (14) to an answering **telephone** in response to the **telephone** number **identifying** said answering **telephone** being communicated to a central office switch (12) by said calling **telephone** (14) or an apparatus connected thereto, said apparatus being remotely located with respect to each said vendor's premises, characterised in that said apparatus comprises: means (26) for **detecting** each of selected said **identifying telephone** numbers communicated by a calling **telephone** (14) to a central office switch (12), each said selected **telephone** number **identifying** a predetermined vendor and a specified product or service **offered** by said vendor, said **detecting** means (24) for generating a signal indicating the selected **telephone** number so **detected**; means (28) for **identifying** the **telephone** number **identifying** the calling **telephone** (14) which communicated a said selected **telephone** number; means (36,18) for coupling a confirmation message to the said **subscriber** loop (16) **identified** by each said calling number in response to said **detecting** means (26) **detecting** one of said selected call numbers: means (27) for developing a digital word representing each said **telephone** number **detected** by said **detecting** means (26) and each said **telephone** number **identified** by said **identifying** means (28), said developing means (27) being responsive to said signal generating means (24) and said **identifying** means (28); and means (22) for transmitting said digital word to the vendor specified by a said **detected telephone** number, said digital word representing the called number **detected** by said **detecting** means (26) and the calling number **identified** by said **identifying** means (28), said transmitting means (22) being arranged to transmit said digital word to said vendor subsequent to said coupling means (36,18) coupling said confirmation message to said **subscriber** loop (16).

(Dwg.1/2

Derwent Class: W01; W02

International Patent Class (Main): H04M-011/08; H04N-007/173

International Patent Class (Additional): H04H-001/02; H04H-009/00;

H04M-003/00; H04M-011/06; H04M-015/00; H04N-007/10

7/7/21 (Item 1 from file: 347)

DIALOG(R) File 347:JAPIO

(c) 1998 JPO & JAPIO. All rts. reserv.

04252612

EXCHANGE SERVICE CHARGING SYSTEM

PUB. NO.: 05-244312 [JP 5244312 A]

PUBLISHED: September 21, 1993 (19930921)

INVENTOR(s): MORI MASAYUKI
YAMAMOTO OSAMU
TATEISHI KOICHI

APPLICANT(s): FUJITSU LTD [000522] (A Japanese Company or Corporation), JP
(Japan)
FUJITSU COMMUN SYST LTD [470927] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 03-088203 [JP 9188203]

FILED: April 19, 1991 (19910419)

ABSTRACT

PURPOSE: To proceed the free utilization of the exchange service and the exchange service to a party desiring subscription of the exchange service.

CONSTITUTION: A digital exchange having an exchange service control means 1 outputting **subscriber identification** information receiving the **offer** of the exchange service is provided with an exchange service number output section 2 outputting the number of times of the service for each **subscriber**, the number of times **updating** means 3 **updating** the number of times of utilization by the exchange service number output section 2 corresponding to the **subscriber identification** information, a charge **pattern** registration section 4 by the number of times of utilization

registering a charge calculation unit price in response to each of the number of times of the utilization and a charge calculation means 5 outputting the utility charge within the charge calculation period **based** on the charge calculation unit price obtained by referencing to the charge **pattern** registration section 4 by the number of times of the utilization with the number of times of the utilization at the time of the lapse of the charge calculation period.

7/7/22 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 1998 JPO & JAPIO. All rts. reserv.

04145207
TELEPHONE SET WITH TELETEXT RECEPTION FUNCTION

PUB. NO.: 05-136907 [JP 5136907 A]
PUBLISHED: June 01, 1993 (19930601)
INVENTOR(s): OKUYAMA YASUMICHI
APPLICANT(s): IWATSU ELECTRIC CO LTD [000018] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 03-323988 [JP 91323988]
FILED: November 13, 1991 (19911113)

ABSTRACT

PURPOSE: To allow a **customer** to take proper countermeasure **based** on information sent from a bank or a securities corporation by sending the information to lots of unspecified **customers** for money transfer or stock **selling** and buying through the **use** of a **telephone** set.

CONSTITUTION: A reception adaptor 2 extracts a teletext signal from a television broadcast signal received from an antenna 1 and transfers reserved program data to a main memory 4 of a **telephone** set. A processing procedure corresponding to program data is stored in a memory card loaded to memory card I/F 5a, 5b and when the **updated** program data reaches the main memory 4, the processing procedure is read from the memory card and the processing is executed. As a result, lots of **users** of the **telephone** set receive information from the host simultaneously and cope with the result.

7/7/23 (Item 3 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 1998 JPO & JAPIO. All rts. reserv.

03970641
LCR EQUIPMENT

PUB. NO.: 04-335741 [JP 4335741 A]
PUBLISHED: November 24, 1992 (19921124)
INVENTOR(s): ONO SHIGEKI
APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 03-135855 [JP 91135855]
FILED: May 10, 1991 (19910510)

ABSTRACT

PURPOSE: To attain effective utilization of primary information **used** for the selection of a line **offering** a minimum charge by providing a processing means using the primary information **used** for line selection for a prescribed purpose other than the line selection to the equipment.

CONSTITUTION: When the **user** places a call, an MPU 5 starts line selection. The MPU 5 displays an entered **telephone** number onto an LCD10 to retrieve a unit charge area (MA) of an opposite station, displays it when the MA is clarified, calculates the distance from the MA coordinate of its own station till the opposite MA and displays the result. When the distance is found out, the unit charge at the calling date and time of the

NTT and the NCC companies is recognized and a predicted talking charge is calculated **based** on a prescribed calculation form. Since the unit time relating to a distance block and a **discount** service time zone depends on each company, the unit time is calculated by each company. At first, the unit charge is retrieved and the predicted talking charge is calculated for the NTT and the similar retrieval and calculation are implemented for each of the NCC companies.

7/7/24 (Item 4 from file: 347)
DIALOG(R) File 347:JAPIO
(c) 1998 JPO & JAPIO. All rts. reserv.

02668155
SERVICE ORDER PROCESSING SYSTEM

PUB. NO.: 63-285055 [JP 63285055 A]
PUBLISHED: November 22, 1988 (19881122)
INVENTOR(s): TANAKA HIDENORI
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 62-121569 [JP 87121569]
FILED: May 18, 1987 (19870518)

ABSTRACT

PURPOSE: To attain the **offer** request of the additional service without visiting a **telephone** station by connecting a **subscriber** having an event desiring to receive the **offer** of the additional service to an exchange so as to **update** the **subscriber** data.

CONSTITUTION: A dial signal is received as a request signal from a **subscriber** 4 having the event desiring to receive the **offer** of additional service. As the dial code is **used** special number comprising a 3-digit code of 'lXY', for example, so as to be **identified** from a general **subscriber** **telephone** number. When the reception dial is **identified** to be the special number of the additional service request, the exchange connects the **subscriber** 4 and equipments 2, 3 of the exchange to return a voice guidance urging the entry of the additional service code from the device 2 to the **subscriber** 4. The exchange analyzes the **offer** request additional service code received by the device 3 to apply the next voice guidance to obtain the information required for the additional service thereby urging the dialing of the **subscriber** 4. The communication between the **subscriber** 4 and the exchange is implemented in this way.

9/3,K/1 (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

011565187 **Image available**
WPI Acc No: 97-541668/199750
XRPX Acc No: N97-451001

Goods registration apparatus for e.g. store - has combination decision unit which sets combination pattern of bundle number for several goods based on predetermined conditions

Patent Assignee: OMRON KK (OMRO)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
JP 9259361	A	19971003	JP 9662661	A	19960319	G07G-001/12	199750 B

Priority Applications (No Type Date): JP 9662661 A 19960319
Language, Pages: JP 9259361 (6)

...Abstract (Basic): The apparatus has memory for storing a bundle number which is the number of goods in a bundle pack which is **sold** at a **discounted** price. A combination decision unit sets the combination pattern of the bundle number for several goods based on predetermined conditions...

...ADVANTAGE - Provides uniform service to each **customer** since combination **pattern** of bundle number is set **based** on predetermined conditions. Prevents loss of trust in store since quality of **customer** service is improved further. Enables combination pattern of registered goods to be easily known by printing combination pattern of desired bundle number...

9/3,K/2 (Item 2 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

010958693 **Image available**
WPI Acc No: 96-455643/199645
XRPX Acc No: N96-383891

Discount offer redemption method - in which recipient is identified with record of purchased items and redemption of discount offers is made using distributed brochure medium

Patent Assignee: OVADIA V A (OVAD-I)
Inventor: OVADIA V A
Number of Countries: 019 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9630851	A1	19961003	WO 96US3796	A	19960320	G06F-019/00	199645 B
US 5612527	A	19970318	US 95414281	A	19950331	G06K-015/00	199717

Priority Applications (No Type Date): US 95414281 A 19950331

Filing Details:

Patent	Kind	Filing Notes	Application	Patent
WO 9630851	A1			

Designated States (National): CA

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC

NL PT SE

Language, Pages: WO 9630851 (E, 28); US 5612527 (13)

Discount offer **redemption method**...

...in which recipient is identified with record of purchased items and redemption of discount offers is made using distributed brochure medium

...Abstract (Basic): The method for redeeming **discount offer** flyers (30) which are mailed, handed or otherwise distributed to potential **customers** involves providing the flyer medium (30) with a machine

readable **identification** indicia/code (42), which is **used** by the point-of-sale machines to identify items which are **offered** at a **discount**, and then to apply an appropriate credit to the purchased items. The data is stored in memory in a database...

...USE - Redeeming **discount offers** in point-of-sale equipment...
...Abstract (Equivalent): A method for redeeming **discount offers** comprising...

...associating said identification code with data identifying items which are to be **offered** at a **discount** provided as part of said medium and storing said data in memory in a data base so as to be addressable by said identification code...

9/3,K/3 (Item 3 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

009441192 **Image available**
WPI Acc No: 93-134711/199316
XRPX Acc No: N93-102670

Payment acceptance for vending machine - accepts both cash and card payments and generates electrical signals to indicate to reset of machine that correct payment has been made

Patent Assignee: VERIFONE INC (VERI-N)
Inventor: SMITH G W; TRAN D C
Number of Countries: 017 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9307594	A1	19930415	WO 92US8543	A	19921007		199316 B
US 5641050	A	19970624	US 91775266	A	19911011		199731
			US 9337736	A	19930326		
			US 95375124	A	19950117		

Priority Applications (No Type Date): US 91775266 A 19911011; US 9337736 A 19930326; US 95375124 A 19950117

Filing Details:

Patent	Kind	Filing Notes	Application	Patent
WO 9307594	A1			

Designated States (National): JP US

Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL SE

US 5641050 A Cont of US 91775266
Cont of US 9337736

Language, Pages: WO 9307594 (95); US 5641050 (35)

...Abstract (Equivalent): on said promotional data card, restricting acceptance of said promotional data card to particular vending locations or to particular dispensing machines, and providing a price **discount** on predetermined products when said **promotional** card is used for the purchase of the predetermined products and thereby promoting a purchase of said predetermined products by a market segment of the...

...means for **tracking** the purchase **patterns** of **consumers** by **collecting** said swallowed promotional **use** cards having the nature of said card encoded upon the magnetic stripe of the card and tabulating the geographical distribution of said promotional card use...

9/3,K/4 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 1998 JPO & JAPIO. All rts. reserv.

02694574
COUPON INFORMATION PROCESSING SYSTEM

PUB. NO.: 63-311474 [JP 63311474 A]
PUBLISHED: December 20, 1988 (19881220)
INVENTOR(s): IGUMA HARUHIKO
TANABE YOSHIHISA
APPLICANT(s): VIDEO RES KK [416773] (A Japanese Company or Corporation), JP
(Japan)
TOSHIBA CORP [000307] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 62-146639 [JP 87146639]
FILED: June 12, 1987 (19870612)
JOURNAL: Section: P, Section No. 855, Vol. 13, No. 149, Pg. 114, April
12, 1989 (19890412)

ABSTRACT

... that a bar-code 11a for showing the merchandise information and an OCR character-string 11b for showing the additional information offered for collecting the **customer** trend information hold a position relation which has been determined is **used**. This coupon ticket 11 is **collected** at every retail store in exchange for a **discount** sale to a **customer**, and **offered** for a read input by a coupon reading means. That is, the coupon reading means 14 executes read of the bar-code 11a against the...

... such a way, read of this OCR character-string 11b is also executed, and a data processing means 15 generates a account-settlement information and **customer** trend information at every coupon planning enterprise, based on a result of read of the coupon reading means 14.

13/3,K/1 (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

011332872 **Image available**
WPI Acc No: 97-310776/199728
XRPX Acc No: N97-257407

**Sales promotion equipment advising purchaser of goods or services -
includes computer accounting for customers' entries on touch screen and
printing documents related to discount or other advantage on offer**

Patent Assignee: GEMPSY FRANCE SA (GEMP-N)
Inventor: GIRARDIN A; LANDAURO A; TROOSTERS M; TROOSTERS M M
Number of Countries: 024 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9720277	A1	19970605	WO 96FR1883	A	19961128	G06F-017/60	199728 B
FR 2741987	A1	19970606	FR 9514523	A	19951130	G09F-013/04	199730
AU 9710336	A	19970619	AU 9710336	A	19961128	G06F-017/60	199741

Priority Applications (No Type Date): FR 9514523 A 19951130

Filing Details:

Patent	Kind	Filing Notes	Application	Patent
WO 9720277	A1			
Designated States (National): AU BR CA KR MX SG US				
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC				
NL PT SE				
AU 9710336	A	Based on	WO 9720277	

Language, Pages: WO 9720277 (F, 23)

**... includes computer accounting for customers' entries on touch screen
and printing documents related to discount or other advantage on offer**

...Abstract (Basic): the screen enables e.g. a discount coupon to be
printed and the discount or any other benefits to be taken into account
when the **customer** passes through a checkout, and when the daily
turnover is updated...

...USE /ADVANTAGE - At supermarket, easily operated system enables coupons
to be **tracked** between issue and despatch to suppliers of credit notes
corresponding to sales

...Title Terms: **CUSTOMER** ;

13/3,K/2 (Item 2 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c)1998 Derwent Info Ltd. All rts. reserv.

011067355 **Image available**
WPI Acc No: 97-045279/199705
XRPX Acc No: N97-037614

**Information recording method on cash register receipt - has multiple till
rolls with different offers printed on back, and uses profile derived
from customer purchases to select roll for printing receipt**

Patent Assignee: SAINT GAL D P R M G (SGAL-I)
Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
FR 2734936	A1	19961206	FR 956448	A	19950531	G07B-001/00	199705 B

Priority Applications (No Type Date): FR 956448 A 19950531
Language, Pages: FR 2734936 (23)

**... has multiple till rolls with different offers printed on back, and
uses profile derived from customer purchases to select roll for
printing receipt**

...Abstract (Basic): The method involves recording information about the purchases made by a **customer** . The data is temporarily stored. The roll of paper which is to provide the till receipt is then selected from a number of different rolls (6). The information on **customer** purchases is processed to provide a profile of the **customer** , which may be as simple as sex and age-group or may extend to social background...

...This profile is used to select the roll of paper pre-printed with **discount** or other **offers** that may be attractive to that **customer** . The **customer** transaction information is then printed (11) on the unused side of the selected roll of paper to provide a till receipt with offers printed on...

...USE/ADVANTAGE - Prints discount or other incentive information on back of till receipt, and **gathers** data on **customer** or purchases for marketing **use** .

...Title Terms: **CUSTOMER** ;

File 348:EUROPEAN PATENTS 1978-1998/May W18
(c) 1998 EUROPEAN PATENT OFFICE

Set	Items	Description
S1	334690	DETECT? OR IDENTIF? OR TRACK? OR MONITOR? OR COLLECT? OR G- ATHER? OR BASED OR VERIF? OR OBSERVE? OR OBSERVING
S2	429614	USAGE? OR ACTIVITY OR INTERACTION OR USE OR USED OR USES OR STATISTIC? OR PATTERN? ?
S3	92407	CUSTOMER? OR CLIENT? OR USER? ? OR SUBSCRIBER? OR CONSUMER? OR BUYER? OR PERSON? ?
S4	101412	OFFER? OR SELL? OR SOLD OR PROMOT? OR MARKET??? OR (MAKE OR MAKING OR MADE) (2N)AVAILAB?
S5	34488	UPGRAD? OR ENHANCEMENT? OR ACCESSOR? OR DISCOUNT? OR (ADDI- TONAL OR EXTRA OR GREATER OR MORE OR EXTENDED) (4N) (PRODUCT? ? OR SERVICE? ? OR FUNCTIONALITY OR RESOURCE? ?)
S6	7	(S1(5N)S2) (S)S3(S) (S4(5N)S5)
S7	27	S1(10N)S2(10N)S3(S)S4(S)S5
S8	15	S7(S) (PC OR PCS OR SOFTWARE OR PERSONAL(2W) (DIGITAL OR INF- ORMATION) (2W) (ORGANI?ER? OR ASSISTANT? OR DEVICE? ?) OR TELEP- HONE? ? OR PHONE? ? OR LONG()DISTANCE? OR CELLPHONE?)
S9	15	S8 NOT S6
?		

?t s6/3,k/all

6/3,K/1

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00603461

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Automatic vehicle recognition and customer automobile diagnostic system.

System zur automatischen Identifizierung und Diagnose fur Kraftfahrzeuge.

Systeme de reconnaissance automatique et de diagnose de vehicules automobiles.

PATENT ASSIGNEE:

EXXON RESEARCH AND ENGINEERING COMPANY, (200821), P.O.Box 390, 180 Park Avenue, Florham Park, New Jersey 07932-0390, (US), (applicant designated states: AT;BE;DE;FR;GB;IE;IT;LU;NL;PT;SE)

INVENTOR:

Hughes, Gerard Joseph, 55 Valley View road, Washington, New Jersey 07882, (US)

Duncan, Leonard J., 612 Country Club Road, Bridgewater, New Jersey 08807, (US)

Goshorn, David Paul, 902 Wetherburn Court, Flemington New Jersey 08822, (US)

Stokes, James Peter, 902 Yorkshire Drive, Flemington New Jersey 08822, (US)

LEGAL REPRESENTATIVE:

Somers, Harold Arnold et al (36121), ESSO Engineering (Europe) Ltd. Patents & Licences Mailpoint 72 Esso House Ermyrn Way, Leatherhead, Surrey KT22 8XE, (GB)

PATENT (CC, No, Kind, Date): EP 602920 A1 940622 (Basic)

APPLICATION (CC, No, Date): EP 93310024 931213;

PRIORITY (CC, No, Date): US 991814 921216

DESIGNATED STATES: AT; BE; DE; FR; GB; IE; IT; LU; NL; PT; SE

INTERNATIONAL PATENT CLASS: G01M-017/00; G07C-005/08;

ABSTRACT WORD COUNT: 93

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	438
SPEC A	(English)	EPABF2	3603
Total word count - document A			4041
Total word count - document B			0
Total word count - documents A + B			4041

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION of graphics and text screens to the customer. When finished, it waits for a new display information file.

Figure 4 shows a flowchart of the **customer** database. **Personal** information about the **customer**, vehicle and display format preferences is entered into the database via a data entry form (1). Such information may include recording the number of previous visits to the establishment, in order to provide **promotional** awards such as price **discounts** to frequent **customers**. The information is communicated to the database management system via the computer network. The entered data is maintained in separate internal database files, and all...

...by the entrance server processor and the pump server are read and integrated into the database (3). Whenever a database entry is made, a new **customer** information file (4) is made. This file is then transferred to the pump server processor and is **used** to validate vehicle **identification** sequence numbers provided by the pump island processors and the entrance server. ...

6/3,K/2

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00594069

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Cooperative processing interface and communication broker for heterogeneous computing environments

Zusammenarbeitende Rechnerschnittstelle und Kommunikationsmakler für heterogene Umgebung

Interface de traitement coopératif et courtier de communication pour environnement heterogene

PATENT ASSIGNEE:

SOFTWARE AG, (1710380), , Darmstadt, (DE), (applicant designated states: AT;BE;CH;DE;DK;ES;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)

INVENTOR:

Page, Peter, Brueder-Knauss Strasse 39, D-64285 Darmstadt, (DE)

Warns, Ruediger, IM Wiesengrund 4, D-64665 Alsbach 2, (DE)

Graham Kennedy, Terence, Korellweg 16, D-64297 Darmstadt, (DE)

Ejtemai-Jandahi, Omid, Troyesstrasse 50, D-64297 Darmstadt, (DE)

LEGAL REPRESENTATIVE:

Kirschner, Klaus Dieter, Dipl.-Phys. (6506), Patentanwalt, Sollner Strasse 38, 81479 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 600235 A1 940608 (Basic)
EP 600235 B1 980218

APPLICATION (CC, No, Date): EP 93117599 931029;

PRIORITY (CC, No, Date): US 969722 921030

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE

INTERNATIONAL PATENT CLASS: H04L-029/06;

ABSTRACT WORD COUNT: 121

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9808	1518
CLAIMS B	(German)	9808	1534
CLAIMS B	(French)	9808	1894
SPEC B	(English)	9808	16444
Total word count - document A			0
Total word count - document B			21390
Total word count - documents A + B			21390

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION 13, below.

B. Participant and Communication Data Structures

At any given time, each participant may be offering (as a server) and/or requesting (as a **client**) one or **more services** simultaneously, and each **service** may be **offered** or requested by more than one **client** or server at once. Thus, ...be multiple services used or offered by each participant simultaneously, and there may be multiple communications taking place for each service. The service broker keeps **track** of this complex **interaction** of multiple participants, services, and conversations by maintaining the relevant information and parameters in several linked list data structures, including control blocks, tables, and queues...

6/3;K/3

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00518911

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Method and apparatus for selective distribution of discount coupons.

Verfahren und Vorrichtung zur wahlweisen Ausgabe von Rabattmarken.

Methode et dispositif pour la distribution selective de bons de reduction.

PATENT ASSIGNEE:

CATALINA MARKETING INTERNATIONAL, INC., (1500140), 721 East Ball Road,

Anaheim, California 92805, (US), (applicant designated states:

AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;MC;NL;PT;SE)

INVENTOR:

O'Brien, Michael R., 25162 Barents Street, Laguna Hills, California 92653
, (US)

Off, George W., 65 Sea Island Drive, Newport Beach, California 92660,
(US)

Cherney, Timothy L., 1373 Armstead Lane, Fullerton, California 92633, (US)

LEGAL REPRESENTATIVE:

Molyneaux, Martyn William et al (34011), Langner Parry 52-54 High Holborn
, London WC1V 6RR, (GB)

PATENT (CC, No, Kind, Date): EP 512509 A2 921111 (Basic)

EP 512509 A3 921209

APPLICATION (CC, No, Date): EP 92107643 920506;

PRIORITY (CC, No, Date): US 695650 910506

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; MC; NL;
PT; SE

INTERNATIONAL PATENT CLASS: G07F-009/02; G07G-005/00;

ABSTRACT WORD COUNT: 112

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	803
SPEC A	(English)	EPABF1	5318
Total word count - document A			6121
Total word count - document B			0
Total word count - documents A + B			6121

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION Another possibility is to target households based on the categories or brand names that have been purchased over a period of time.

In general, past **customer** behavior data utilized in the invention can be either derived from existing data bases, or gathered by the apparatus of the invention. Retailers that have **customer** identification cards in place are already able to analyze **customer** behavior in terms of departmental sales records, shopping frequency and order size over a period of time. Based on these factors, a retailer could provide a **customer** target list for a specific promotional program. For example, if a store were to open a new delicatessen department, it could later **identify** those **customers** who had not **used** it, and target them for a special **discount promotion**. The other level at which **customer** behavior data may be employed involves the collection of the behavior data as well as its use. Sales for a selected category of items, or for multiple categories of items, are monitored over a period of time, perhaps several months, and the results are accumulated in the **customer** purchase files 22. A promotional program can then use the data in these files to identify and target **customers** whose past shopping behavior in the selected category meets some desired criterion. For example, in a **promotional** program that distributes **discount** coupons for a particular brand of coffee, the targets could be **customers** who have purchased some other brand in the last several months. Another promotion might be used to reward **customers** whose shopping behavior demonstrates loyalty to a particular brand of a product.

In all of the cases and examples described above, the distribution of discount...

6/3,K/4

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00513444

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Method and apparatus for generating cumulative discount certificates.

Verfahren und Vorrichtung zur Erzeugung von kumulativen Rabattzertifikaten.

**Methode et appareil pour la generation de certificats de rabais
cummulatifs.**

PATENT ASSIGNEE:

CATALINA MARKETING INTERNATIONAL, INC., (1500140), 721 East Ball Road,
Anaheim, California 92805, (US), (applicant designated states:
AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;MC;NL;PT;SE)

INVENTOR:

Greer, Tommy D., 1039 Granville Drive, Newport Beach, California 92660,
(US)
Cherney, Timothy L., 1373 Armstead Lane, Fullerton, California 92633,
(US)
Off, George W., 16 Hidden Hills Court, Greenville, South Carolina 29605,
(US)

LEGAL REPRESENTATIVE:

Molyneaux, Martyn William et al (34011), Langner Parry 52-54 High Holborn
, London WC1V 6RR, (GB)

PATENT (CC, No, Kind, Date): EP 511463 A2 921104 (Basic)
EP 511463 A3 921202

APPLICATION (CC, No, Date): EP 92102006 920206;

PRIORITY (CC, No, Date): US 652324 910206

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; MC; NL;
PT; SE

INTERNATIONAL PATENT CLASS: G07G-005/00; G07F-009/02;

ABSTRACT WORD COUNT: 105

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	646
SPEC A	(English)	EPABF1	3667
Total word count - document A			4313
Total word count - document B			0
Total word count - documents A + B			4313

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION selected products or groups of products, but does not
address other important marketing goals of retailers.

Retailers have been trying various marketing strategies to gain
customer loyalty and continuity. One approach is to issue identification
cards to **customers** and to reward a **customer** based on frequency of
use of the card. Difficulties with this type of scheme are **customer**
resistance to obtaining, carrying and using the card, and overhead costs
in signing up **customers** and making the cards. Product manufacturers
also have a need for a promotional program that develops **customer**
loyalty, but also without the overhead associated with conventional
coupon distributions. A manufacturer **offering** a **discount** on a
product, or line of products, would like to be sure that each product for
which a discount coupon is distributed and redeemed is...

6/3,K/5

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00452178

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

GAMING METHOD

SPIELVERFAHREN

JEU PROMOTIONNEL

PATENT ASSIGNEE:

CompuScan Technologies, Inc., (1786780), 12th Floor Packard Building,
Philadelphia, PA 19102, (US), (applicant designated states:
AT;BE;CH;DE;DK;ES;FR;GB;IT;LI;LU;NL;SE)

INVENTOR:

SEIDMAN, Charles, B., 516 Prescott Road, Merion, PA 19066, (US)

LEGAL REPRESENTATIVE:

Kristiansen, Alf P. (23314), Albihn West AB, Box 142, 401 22 Goteborg,

(SE)

PATENT (CC, No, Kind, Date): EP 493472 A1 920708 (Basic)

EP 493472 A1 930929

EP 493472 B1 960612

WO 9104082 910404

APPLICATION (CC, No, Date): EP 90914360 900917; WO 90US5287 900917

PRIORITY (CC, No, Date): US 410101 890920

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: A63F-003/08; G07C-015/00; G07G-001/14;

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
----------------	----------	--------	------------

CLAIMS B	(English)	EPAB96	857
----------	-----------	--------	-----

CLAIMS B	(German)	EPAB96	731
----------	----------	--------	-----

CLAIMS B	(French)	EPAB96	919
----------	----------	--------	-----

SPEC B	(English)	EPAB96	4895
--------	-----------	--------	------

Total word count - document A 0

Total word count - document B 7402

Total word count - documents A + B 7402

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION coupons incorporated as part of packages for goods.

Ordinarily, all of the tokens or coupons used in such a scheme are identical and entitle the **person** holding the coupon to the same value.

For example, coupons can be printed in a newspaper **offering** a **discount** on a specific item of merchandise in a store. Also, packaged goods often carry coupons which either entitle the **customer** to a discount on subsequent purchase of the goods or which can be redeemed for unrelated merchandise. Many of these promotions involve redemption by mail...

...machine readable code such as a bar code. Where packaged goods are involved, the bar code may be the universal product code or "UPC" code **used** to **identify** the goods for inventory and sale purposes.

Promotions of this nature generally do not provide any element of randomness. Thus, each **consumer** may acquire the same item of relatively small value by presenting or redeeming the coupon or token. There is no chance for the **consumer** to acquire a highly valuable prize.

An arrangement for gaming involving the use of tickets or cards arranged in sets is disclosed in the GB...

6/3,K/6

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00271665

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Private cellular system

Privates Zellularsystem

Systeme cellulaire prive

PATENT ASSIGNEE:

NORTHERN TELECOM LIMITED, (217325), World Trade Center of Montreal, 380

St. Antoine Street West 8th Floor, Montreal, Quebec H2Y 3Y4, (CA),

(applicant designated states: DE;FR;GB;NL;SE)

INVENTOR:

Koohgoli, Mahshad, No. 1409, 900 Dynes Road, Ottawa Ontario K2C 3L6, (CA)

Fatica, Bambino, 809 Walkley Road, Ottawa Ontario K1V 6R6, (GB)

LEGAL REPRESENTATIVE:

Berkson, Michael David et al (28281), Nortel Patents, London Road,

Harlow, Essex CM17 9NA, (GB)

PATENT (CC, No, Kind, Date): EP 268375 A2 880525 (Basic)

EP 268375 A3 891025

EP 268375 B1 920916

APPLICATION (CC, No, Date): EP 87309145 871015;

PRIORITY (CC, No, Date): CA 523221 861118

DESIGNATED STATES: DE; FR; GB; NL; SE
INTERNATIONAL PATENT CLASS: H04Q-007/26
ABSTRACT WORD COUNT: 112

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9707W5	2016
CLAIMS B	(German)	9707W5	1915
CLAIMS B	(French)	9707W5	2191
SPEC B	(English)	9707W5	7408
Total word count - document A			0
Total word count - document B			13530
Total word count - documents A + B			13530

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION is at least one wireless information channel to offer; and
iii) checking to ensure that there is at least one land information
channel available for use ;

c) if all three conditions of step b are met, selecting one wireless
information channel to be offered to said portable terminal unit and
transmitting, to said portable terminal unit , an offer to provide
service message , said message comprising the identification of the
portable terminal unit to which the offer is directed, the offered
channel identification, an indication of the received...a plurality of
portable terminal units for communicating with said base stations, each
said portable terminal unit being capable of receiving on a first
frequency **while** simultaneously transmitting on a second frequency, and
being capable of scanning at least some of the plurality of frequencies
on which said base stations can...

...said portable terminal units and said base stations:

b) selectively transmitting a request for access to an information
channel between said portable terminal unit and **one** said base station
in response to said signalling channel being idle;

c) monitoring said common wireless **signalling** channel for offer to
provide service messages from said base stations, and evaluating each
valid offer message and accepting the one that satisfies the conditions

...

6/3,K/7

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00251679

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Sports technique and reaction training system.

Trainingssystem fur Sporttechnik und Reaktionsvermogen.

Systeme pour l'entrainement de la technique sportive et des reflexes.

PATENT ASSIGNEE:

INNOVATIVE TRAINING PRODUCTS, INC., (783350), 75 Haskett Drive, Syosset

New York, (US), (applicant designated states:

AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)

INVENTOR:

Elstein, Rick Allan, 76 Hidden Ridge Drive, Syosset New York, (US)

Faret, Svein, 30A Main Parkway, Plainview New York, (US)

Gazzo, John J., 120 Caramel Road, Commack New York, (US)

LEGAL REPRESENTATIVE:

Schmidt-Evers, Jurgen, Dipl.-Ing. (10434), , , ()

PATENT (CC, No, Kind, Date): EP 253920 A2 880127 (Basic)

EP 253920 A3 880817

EP 253920 B1 920205

APPLICATION (CC, No, Date): EP 86113366 860929;

PRIORITY (CC, No, Date): US 890716 860725

DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: A63B-069/00; A61B-005/16;

ABSTRACT WORD COUNT: 226

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	1180
CLAIMS B	(German)	EPBBF1	816
CLAIMS B	(French)	EPBBF1	1025
SPEC B	(English)	EPBBF1	13142
Total word count - document A			0
Total word count - document B			16163
Total word count - documents A + B			16163

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION expansion port 314, a volume control 316, an external speaker (horn) switch 318, a remote advance unit and pocket therefor 320, a battery charger unit **and** pocket therefor 322, **an XROM** cartridge storage pocket 324 wherein several XROM program cartridges can be stored, and a screwdriver 326 for assistance in servicing the unit, such as in...

...environment is enhanced by allowing the system training program developers to set the various sequences of drills as well as default timing periods that are **used** to generate the final programs that are contained in response training drill cartridges. The user environment allows the selection of these program sequences via the keypad, and allows for selective alteration and reprogramming of the default lamp/pause timing periods by the **user**.

The base system is equipped with the basic response training programs in an external ROM (XROM) memory memory cartridge plugged into port 312, and is also designed with an expansion port 314 that allows the **user** to plug in subsequently developed program and/or feature **enhancements** as **offered** by the manufacturer. These subsequent programs and/or feature enhancements will be available in cartridge type devices that will simply plug into the expansion port...

?ds

9/5,K/1

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00846053

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348
System and method for propagating revisions through a communications network

Revisionsystem und Verfahren zur Ausbreitung der Revision in einem Übertragungsnetzwerk

Systeme et methode de propagation de revisions dans un reseau de communications

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (applicant designated states: DE;FR;GB)

INVENTOR:

Otto, George V.E., 582 Long Hill Road, Gillette, New Jersey 07933, (US)

LEGAL REPRESENTATIVE:

KUHNEN, WACKER & PARTNER (100051), Alois-Steinecker-Strasse 22, 85354 Freising, (DE)

PATENT (CC, No, Kind, Date): EP 782080 A1 970702 (Basic)

APPLICATION (CC, No, Date): EP 96120792 961223;

PRIORITY (CC, No, Date): US 581683 951229

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: G06F-013/10; H04L-012/56;

ABSTRACT EP 782080 A1

A system, and method of operation, for propagating revisions through a communications network. The system includes: (1) status reporting circuitry, associated with a second node of the communications network, for collecting and transmitting a current status of second node information stored in a memory of the second node, (2) first information revising circuitry, associated with a first node of the communications network, for receiving the current status from the second node, determining as a function of the current status whether a revision of the second node information is required and, if the revision is required, transmitting the revision to the second node to revise the second node information and (3) second information revising circuitry, associated with the second node of the communications network, for receiving a current status from a third node of the communications network, determining as a function of the current status from the third node whether a revision of third node information stored in a memory of the third node is required and, if the revision is required, transmitting the revision received from the first node to the third node to revise the third node information, the revision thereby propagating through the communications network via the first, second and third nodes thereof.

ABSTRACT WORD COUNT: 206

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 970702 A1 Published application (A1with Search Report ;A2without Search Report)

Examination: 980304 A1 Date of filing of request for examination: 971219

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB97	1707
SPEC A	(English)	EPAB97	6519
Total word count - document A			8226
Total word count - document B			0
Total word count - documents A + B			8226

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION distributed in a more random fashion, as one node determines that another node requires a revision.

An advantageous application of the present invention is to **subscriber -based software** distribution systems. **Subscriber -based** systems,

as the phrase is **used** herein, means electronic communications systems wherein a party, the **subscriber**, contracts with a vendor, distributor, licensor or the like to receive and pay for a certain number of issues, versions, or the like of a particular **software** package, group of **software** packages, electronic **services**, or the like. **More** particularly, at least one of server node 110 or client node 120a includes memory for storing a subscriber list, associating subscribers with their subscribed to...

...for revisions. The amount of information revised and the frequency of the revisions may be selectable, allowing a range of fee-based services to be **offered**. In a related embodiment, the subscriber list is associated with a restricted list. The restricted list, when suitably processed in association with the subscriber list...

9/5,K/2

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00804248

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Radio telephone text transmission system

Textübertragungssystem für Funktelefon

Système de transmission de texte pour radio telephone

PATENT ASSIGNEE:

NOKIA MOBILE PHONES LTD., (997961), P.O. Box 86, 24101 Salo, (FI),
(applicant designated states: AT;CH;DE;FR;GB;IT;LI;NL;SE)

INVENTOR:

Metso, Heikki, Tapionkatu 15 B 28, 33500 Tampere, (FI)

Halminen, Harri, Kemiankatu 9C 27, 33720 Tampere, (FI)

LEGAL REPRESENTATIVE:

Potter, Julian Mark et al (80061), Nokia Mobile Phones, Patent
Department, St. Georges Court, St. Georges Road, 9 High Street,
Camberley, Surrey GU15 3QZ, (GB)

PATENT (CC, No, Kind, Date): EP 748139 A2 961211 (Basic)

APPLICATION (CC, No, Date): EP 96303926 960531;

PRIORITY (CC, No, Date): GB 9511337 950605

DESIGNATED STATES: AT; CH; DE; FR; GB; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS: H04Q-007/32; H04Q-007/22;

ABSTRACT EP 748139 A2

A communication system for transmitting text messages to a mobile terminal in a radio telephone network is disclosed. A local mobile terminal is coupled to an external computer and is used to generate, manipulate and optionally store text messages which can be transmitted or received over the radio telephone network via the local mobile terminal. The text messages are transmitted to or received from a remote mobile terminal in the radio telephone network. (see image in original document)

ABSTRACT WORD COUNT: 91

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 961211 A2 Published application (Alwith Search Report
;A2without Search Report)

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB96	990
SPEC A	(English)	EPAB96	7292
Total word count - document A			8282
Total word count - document B			0
Total word count - documents A + B			8282

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION answer it. This option is available in the region identified by reference numeral 1107.

Typically, other pages are available such as the Setup page which **offers** the possibility to set font sizes and types and change the **user**

information. This is described in Figure 12. Figure 12 shows the Setup page. **Personal** information can be input into a field identified by reference numeral 1201. Reference numerals 1202-1204 are used for **personal** setups i.e. for foreign use, continuations, message deletions, alteration of fonts, re-try of sendings, changing the colour of the display, changing a brand of a **phone** displayed on a display, and other such user personal options. Additionally, the interface to the **phone** may be altered. A File page is provided for making backups and for restoring and is shown in Figure 13. Database elections for **phone** numbers i.e. from the **Phone** Book database, short message service messages (short message database) and standard messages (standard message database) may be selected via the icons displayed in the region

...

...1306 is an information field and indicates which data has been selected for access. A data page shown in Figure 14 is provided for setting **extra accessory services**, such as NOKIA(R) data card services. The data page 1400 comprises icons and instruction lines for setting up **accessory** services. In Figure 14 a data page 1400 is shown suitable for use with a NOKIA(R) data card. Label 1401 indicates a region of...

9/5,K/3

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00711604

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Serial data processing using a pipeline.

Verarbeitung serieller Daten mittels einer Pipeline.

Traitement de donnees en serie par pipeline.

PATENT ASSIGNEE:

DISCOVISION ASSOCIATES, (260273), 2355 Main Street Suite 200, Irvine, CA 92714, (US), (applicant designated states:

AT;BE;CH;DE;FR;GB;IE;IT;LI;NL)

INVENTOR:

Wise, Adrian Philip, 10 Westbourne Cottages, Frenchay, Bristol, BS16 1NA, (GB)

Sotheran, Martin William, The Ridings, Wick Lane, Stinchcombe, Dursley, Gloucestershire, GL11 6BD, (GB)

Robbins, William Philip, 19 Springhill, Cam, Gloucestershire, GL11 5PE, (GB)

LEGAL REPRESENTATIVE:

Vuillermoz, Bruno et al (72791), Cabinet Laurent & Charras B.P. 32 20, rue Louis Chirpaz, 69131 Ecully Cedex, (FR)

PATENT (CC, No, Kind, Date): EP 674442 A2 950927 (Basic)

EP 674442 A3 960814

APPLICATION (CC, No, Date): EP 95301299 950310;

PRIORITY (CC, No, Date): GB 9405914 940324

DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IE; IT; LI; NL

INTERNATIONAL PATENT CLASS: H04N-007/24; G06F-019/00; G06F-009/38;

ABSTRACT EP 674442 A3

A multi-standard video decompression apparatus has a plurality of stages interconnected by a two-wire interface arranged as a pipeline processing machine. Control tokens and DATA Tokens pass over the single two-wire interface for carrying both control and data in token format. A token decode circuit is positioned in certain of the stages for recognizing certain of the tokens as control tokens pertinent to that stage and for passing unrecognized control tokens along the pipeline. Reconfiguration processing circuits are positioned in selected stages and are responsive to a recognized control token for reconfiguring such stage to handle an identified DATA Token. (see image in original document)

ABSTRACT WORD COUNT: 125

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 950927 A2 Published application (Alwith Search Report

;A2without Search Report)

Change: 960501 A2 Obligatory supplementary classification
(change)

Search Report: 960814 A3 Separate publication of the European or
International search report

Examination: 970409 A2 Date of filing of request for examination:
970212

Change: 971105 A2 Representative (change)

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB95	2526
SPEC A	(English)	EPAB95	124523
Total word count - document A			127049
Total word count - document B			0
Total word count - documents A + B			127049

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION be stopped. The stage may not stop immediately, however, so the stages access register will hold the value, zero, until it is stopped.

Any user **software** associated with the MPI and used to perform functions by way of the MPI should wait "after writing a 1 to a request access register...Using adders, already present in the Inverse Quantizer, to standardize the data prior to it reaching the IDCT, eliminates the need for additional circuitry or **software** in the IC, for handling data compressed by the various standards. Other operations allowing for multi-standard operation are performed during a "post quantization function...on-chip condition that a user might want to observe. An event can indicate an error or it can be informative to the user's **software** .

There are two single bit registers associated with each interrupt or "event". These are the condition event register and the condition mask register.

A.6...

...if the condition was merely transient and has now gone away. The register is then guaranteed to remain set to one until the user's **software** resets it (or the entire chip is reset).

- * The register is set to zero by writing the value one
- * Writing zero to the register leaves the register unaltered.
- * The register must be set to zero by user **software** before another occurrence of this condition can be observed.
- * The register will be reset to zero on reset.

A.6.3.2 Condition mask register...

...into corresponding bit positions in consecutive bytes in the memory nap (see Table A.9.6 and Table A.17.6). This allows interrupt service **software** to use the value read from the mask registers as a mask for the value in the event registers to identify which event generated the...

...be stopped. However, the block may not stop immediately and block's access register will hold the value 0 until it is stopped.

Accordingly, user **software** should wait (after writing 1 to request access) until 1 is read from the access register. If the user writes a value to a configuration...one of ordinary skill in the art, in order to maintain compatibility with future variants of these products, it is recommended that the user's **software** should not depend upon values read from the unused locations. Similarly, when configuring the device, these locations should either be avoided or set to the...

...testability. Therefore, these registers have no application in the normal use of the devices and need not be accessed by normal device configuration and control **software** .

SECTION A.7 Clocks

In accordance with the present inventions, many different clocks can be identified in the video decoder system. Examples of clocks are...

9/5,K/4

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00595687

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Transformation of distributed data.

Verwandlung gelieferter Daten.

Transformation de donnees livrees.

PATENT ASSIGNEE:

TESTDRIVE CORPORATION, (1723350), 2933 Bunker Hill Drive, Ste. 101, Santa Clara, CA 95054, (US), (applicant designated states: DE;FR;GB;IT;NL)

INVENTOR:

Stringer, John Warren, 109 Myrtle Street, Santa Cruz, CA 95060, (US)

Richards, Theodore Stanley, 201 Drakes Bay Avenue, Los Gatos, CA 95030, (US)

LEGAL REPRESENTATIVE:

DIEHL GLAESER HILTL & PARTNER (100237), Fluggenstrasse 13, D-80639 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 601500 A1 940615 (Basic)

APPLICATION (CC, No, Date): EP 93119552 931203;

PRIORITY (CC, No, Date): US 986105 921204

DESIGNATED STATES: DE; FR; GB; IT; NL

INTERNATIONAL PATENT CLASS: G06F-001/00;

ABSTRACT EP 601500 A1

A bidirectional process allows remote transformation of data or ephemeral materials between an original form and an encrypted form without changing the content of the material from its original form and without restricting the resolution, functionality, and/or utility of the original material. The transformed material provides both a limited use form, which allows temporary full function evaluation; and an enabled form, which allows unrestricted full function use of the material. A security system supervises conversion of the denatured material from the limited use form to the enabled form. (see image in original document)

ABSTRACT WORD COUNT: 95

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 940615 A1 Published application (A1with Search Report ;A2without Search Report)

Examination: 941012 A1 Date of filing of request for examination: 940810

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	503
SPEC A	(English)	EPABF2	6684
Total word count - document A			7187
Total word count - document B			0
Total word count - documents A + B			7187

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION with the computer system, and/or the present invention may be distributed as part of a stand alone CD-ROM.

This embodiment of the invention **offers** a variety of "preinstalled" application and utility **software** programs. For example, an interactive, Windows-based graphics module system lets **customers** work with the **software** on a "trial" basis (e.g. up to ten **uses**); view an animated demonstration; compare the product's features; and receive information on special **promotions** and **discounts** . The customer can then call a toll-free direct **telephone** number to reach the computer system vendor's sales office and purchase the product(s), for example by using a credit card. Upon credit approval, the sales representative gives the customer a special code number(s) that "unlocks" the **software** product(s) for unrestricted use. The supporting manuals and backup disks are sent via overnight express. Thus, the present invention provides a potential customer with the opportunity to purchase **software** on an informative, "try before you buy" basis.

This embodiment of the present invention provides enhanced value and allows personal configuration by pre-loading software...

9/5,K/5

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00546667

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Miniature hard disc drive system.

Miniaturfestplattenantriebsanlage.

Systeme d'entrainement de disque dur miniature.

PATENT ASSIGNEE:

SEAGATE TECHNOLOGY INTERNATIONAL, (1286760), c/o Maples & Calder P.O. Box 309, Georgetown Grand Cayman Island, (KY), (applicant designated states: DE;FR;GB;IT)

INVENTOR:

Battu, Ramgopal, 20220 Elkwood Street, Canoga Park, California 91306, (US)

Jabbari, Iraj, 1670 Mt. Vernon Drive, San Jose, California 95125, (US)

LEGAL REPRESENTATIVE:

Kenyon, Sarah Elizabeth et al (62343), Orchard Kenyon & Co. Staple Inn Buildings North High Holborn, London WC1V 7PZ, (GB)

PATENT (CC, No, Kind, Date): EP 550978 A1 930714 (Basic)

APPLICATION (CC, No, Date): EP 92311409 921214;

PRIORITY (CC, No, Date): US 807793 911212

DESIGNATED STATES: DE; FR; GB; IT

INTERNATIONAL PATENT CLASS: G11B-025/04; G11B-021/02; G11B-019/20;

G11B-021/12; G11B-021/22;

CITED PATENTS (EP A): EP 467556 A; EP 467556 A; EP 490069 A; DE 2526256 A; US 5038240 A; WO 8908313 A; EP 341957 A; US 4988904 A; US 4855853 A; WO 8801780 A

CITED REFERENCES (EP A):

PATENT ABSTRACTS OF JAPAN vol. 9, no. 144 (P-365)19 June 1985;

ABSTRACT EP 550978 A1

A hard disc drive (2) which is very compact and may be inserted into and removed from a computer. The hard disc drive includes a voice coil motor (50) which has the stators (57A, 57B) mounted on the top (62) and bottom (16) of the housing so as to enable the dimensions of the disc drive to be dramatically reduced. The housing also includes connectors (12, 14) for coupling the disc drive to the computer. (see image in original document)

ABSTRACT WORD COUNT: 82

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 930714 A1 Published application (A1with Search Report ;A2without Search Report)

Examination: 940112 A1 Date of filing of request for examination: 931117

Change: 940316 A1 Representative (change)

Examination: 960501 A1 Date of despatch of first examination report: 960313

Change: 971008 A1 Representative (change)

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	601
SPEC A	(English)	EPABF1	2354
Total word count - document A			2955
Total word count - document B			0
Total word count - documents A + B			2955

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION disc drive systems of such computers. The major development in this direction has been the development of smaller

winchester-type disc drives as replacements and **enhancements** to floppy disc drives for program storage. An example of this can be found in US patent number 4,819,110 by Yoshioka. The Winchester disc drive, in general, provides higher capacities and faster speeds of operation: factors which are of great importance for the effective use of **personal** computers running advanced **software** packages.

The Winchester-type disc drives that have been developed for the **personal** computer **market** were initially **based** on the **use** of hard discs of a diameter of approximately 0.133m (5.25 inches) and known as 5 1/4 inch discs. Many of these disc drives...

9/5,K/6

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00463037

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Radio telecommunication apparatus

Funk-Telekommunikationsgerat

Appareil de radio-telecommunication

PATENT ASSIGNEE:

KABUSHIKI KAISHA TOSHIBA, (213130), 72, Horikawa-cho, Saiwai-ku,
Kawasaki-shi, Kanagawa-ken 210, Tokyo, (JP), (applicant designated
states: DE;FR;GB;SE)

INVENTOR:

Tomioka, Munehisa, c/o Intellectual Property Div., Kabushiki Kaisha
Toshiba, 1-1 Shibaura 1-chome, Minato-ku, Tokyo 105, (JP)
Takahashi, Shinya, c/o Intellectual Property Div., Kabushiki Kaisha
Toshiba, 1-1 Shibaura 1-chome, Minato-ku, Tokyo 105, (JP)

LEGAL REPRESENTATIVE:

Henkel, Feiler, Hanzel & Partner (100401), Mohlstrasse 37, D-81675
Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 459488 A2 911204 (Basic)
EP 459488 A3 920930
EP 459488 B1 960110

APPLICATION (CC, No, Date): EP 91108873 910529;

PRIORITY (CC, No, Date): JP 90142954 900531

DESIGNATED STATES: DE; FR; GB; SE

INTERNATIONAL PATENT CLASS: H04M-001/72; H04Q-007/24;

CITED PATENTS (EP A): US 4843385 A; US 4843385 A; EP 287061 A

CITED REFERENCES (EP A):

PATENT ABSTRACTS OF JAPAN vol. 11, no. 179 (E-514)9 June 1987;

ABSTRACT EP 459488 A2

The automobile telephone apparatus comprises the EEPROM (370), into which a telephone number MIN, and a system identification number SID of a geographical area corresponding thereto are written before shipment. A predetermined operation disabling code is stored in the EEPROM (370), and the apparatus is disabled while this code is stored therein. Each of the product apparatus is assigned with its own disabling code. When the assigned disabling code is input to the CPU (331) from the keyboard (430), the CPU (331) erase the disabling code stored in the EEPROM (370), enabling the apparatus to be used. A purchaser who buys this automobile telephone apparatus informs the service company of the serial number of the apparatus, along with his or her name and address. When the contract between the company and the user for registration has been completed, the user is informed of the operation disabling code of the purchased apparatus. Upon inputting the disabling code by the user, the prohibition of the operation is released, and therefore, the apparatus becomes ready to be used. (see image in original document)

ABSTRACT WORD COUNT: 182

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 911204 A2 Published application (A1with Search Report
;A2without Search Report)

Examination: 911204 A2 Date of filing of request for examination:
910626

Search Report: 920930 A3 Separate publication of the European or
International search report
Examination: 940727 A2 Date of despatch of first examination report:
940613
Grant: 960110 B1 Granted patent
Oppn None: 970102 B1 No opposition filed
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language Update Word Count
CLAIMS A (English) EPABF1 697
CLAIMS B (English) EPAB96 789
CLAIMS B (German) EPAB96 677
CLAIMS B (French) EPAB96 857
SPEC A (English) EPABF1 3496
SPEC B (English) EPAB96 3518
Total word count - document A 4193
Total word count - document B 5841
Total word count - documents A + B 10034

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION communication operation of the telephone are already written into the memory along with the operation disabling code before the shipment. If telephones having only the **identification** numbers written into the EEPROM are **sold to users**, they can **use the phones** without making contract with the company and paying the fee for use thereto. To prevent such an inconvenience, the company writes a predetermined operation disabling code into the EEPROM 370 before the shipment so that the **telephone** cannot be used at the time of purchase. It should be noted that this operation disabling code is erasable by a purchaser.

Thus, the purchaser...

...SPECIFICATION of shipment to the start of actual use will be described with reference to Fig. 4. Unlike the cases of the prior art devices, a **telephone** number MIN and a corresponding system identification number SID in the area, are written into the EEPROM 370 along with an operation disabling code in advance before the time of shipment by the manufacturer or the automobile **telephone** service company. More specifically, the identification numbers used as the condition for enabling the communication operation of the **telephone** are already written into the memory along with the operation disabling code before the shipment. If **telephones** having only the **identification** numbers written into the EEPROM are **sold to users**, they can **use the phones** without making contract with the company and paying the fee for use thereto. To prevent such an inconvenience, the company writes a predetermined operation disabling code into the EEPROM 370 before the shipment so that the **telephone** cannot be used at the time of purchase. It should be noted that this operation disabling code is erasable by a purchaser.

Thus, the purchaser...

9/5,K/7

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00459562

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

User interfaces for telecommunications based services.

Gebraucherschnittstellen fur Telekommunikationsdienste.

Interfaces d'utilisateur pour des services de telecommunication.

PATENT ASSIGNEE:

TEXAS INSTRUMENTS INCORPORATED, (279070), 13500 North Central Expressway,
Dallas Texas 75265, (US), (applicant designated states:
CH;DE;FR;GB;IT;LI;NL;SE)

INVENTOR:

Mathes, Connie M., 6909 Custer Road, Apt. No. 307, Plano, Texas 75023,

(US)

Deffner, Gerhard, 9221 Amberton Pkwy Unit 209, Dallas, Texas 75243, (US)
Shu, Jan-Ping, 905 Sandhurst Drive, Plano, Texas 75025, (US)
McMahan, Michael L., 3817 Merriman Drive, Plano, Texas 75074, (US)
Scruggs, Jeffrey L., 1534 Spring Aire Lane, Lewisville, Texas 75067, (US)
Harrison, Herman W., 4012 Riverview, Plano, Texas 75023, (US)

LEGAL REPRESENTATIVE:

Leiser, Gottfried, Dipl.-Ing. et al (7511), Patentanwalte Prinz, Leiser,
Bunke & Partner Manzingerweg 7, W-8000 Munchen 60, (DE)

PATENT (CC, No, Kind, Date): EP 453831 A2 911030 (Basic)
EP 453831 A3 931006

APPLICATION (CC, No, Date): EP 91105303 910404;

PRIORITY (CC, No, Date): US 505871 900405

DESIGNATED STATES: CH; DE; FR; GB; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS: H04M-003/42; H04Q-003/42; H04Q-003/70;
H04M-003/50;

CITED PATENTS (EP A): EP 105441 A; EP 105441 A; US 4896346 A; FR 2531590 A;
FR 2531590 A

CITED REFERENCES (EP A):

ELECTRICAL COMMUNICATION vol. 59, no. 3, 6 May 1985, BRUSSELS BE pages
273 - 280 H.MULLA ET AL 'APPLICATION OF SPEECH RECOGNITION AND
SYNTHESIS TO PABX SERVICES'

SPEECH TECHNOLOGY, MAN-MACHINE VOICE COMMUNICATIONS vol. 3, no. 3,
September 1986, NEW YORK US pages 24 - 28 T.B.SCHALK 'VOICE RECOGNITION
IN CELLULAR MOBILE TELEPHONES'

AT & T TECHNICAL JOURNAL vol. 65, no. 5, September 1986, NEW YORK US
pages 68 - 74 M. BIRNBAUM ET AL 'A VOICE PASSWORD SYSTEM FOR ACCESS
SECURITY';

ABSTRACT EP 453831 A2

A telecommunications system and method for providing voice activated
dealing by callers is shown including authorizing a caller's access to
the system, requesting voice entry of a phrase indicative of the caller's
destination, recognizing the entered phrase as being indicative of a
particular destination for the caller, and connecting the caller to the
destination corresponding to the entered phrase for that caller.

Other systems and methods are also disclosed. (see image in original
document)

ABSTRACT WORD COUNT: 76

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 911030 A2 Published application (Alwith Search Report
;A2without Search Report)
Search Report: 931006 A3 Separate publication of the European or
International search report
Examination: 940601 A2 Date of filing of request for examination:
940406
Examination: 961211 A2 Date of despatch of first examination report:
961025
Withdrawal: 970827 A2 Date on which the European patent application
was deemed to be withdrawn: 970305

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	998
SPEC A	(English)	EPABF1	2861
Total word count - document A			3859
Total word count - document B			0
Total word count - documents A + B			3859

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION an equally wide variety of authorization and access codes
to remember and protect from unauthorized use. Such complexity promotes
confusion, and may perhaps deter a **subscriber 's use** of such services.

Access to a wide variety of enhanced telecommunications **based**
services can be accomplished in many ways. Voice **verification**

technology such as that disclosed in U.S. Patent Application S.N. 350,060, which is hereby incorporated herein by reference, can be utilized to provide a method of securing access to telecommunication based services such as, for example, voice messaging, virtual private networks, **long distance** calling services, call delivery systems, personal banking or securities services, and a variety of database **services**.

As **more** enhanced **services** become available and are offered by telecommunications based service providers there will be an increased need for procedures which allow a uniform, integrated method of...

9/5,K/8

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00459561

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Telecommunications voice and data services network architecture.

Telekommunikationsnetzwerkarchitektur fur Sprach- und Datendienste.

Architecture de reseau de telecommunication pour des services de parole et de donnees.

PATENT ASSIGNEE:

TEXAS INSTRUMENTS INCORPORATED, (279070), 13500 North Central Expressway, Dallas Texas 75265, (US), (applicant designated states:
CH;DE;FR;GB;IT;LI;NL;SE)

INVENTOR:

Scruggs, Jeffrey L., 13005 Heinemann Drive, Austin, Texas 78727, (US)
Price, Barry R., 1534 Springaire Lane, Lewisville, Texas 75067, (US)

LEGAL REPRESENTATIVE:

Leiser, Gottfried, Dipl.-Ing. et al (7511), Patentanwalte Prinz, Leiser, Bunke & Partner Manzingerweg 7, W-8000 Munchen 60, (DE)

PATENT (CC, No, Kind, Date): EP 450610 A2 911009 (Basic)

EP 450610 A3 930616

APPLICATION (CC, No, Date): EP 91105302 910404;

PRIORITY (CC, No, Date): US 505855 900405

DESIGNATED STATES: CH; DE; FR; GB; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS: H04M-003/42; H04M-007/00; H04Q-003/70;

CITED PATENTS (EP A): GB 2198011 A; EP 212654 A; US 4896346 A; EP 283120 A

CITED REFERENCES (EP A):

AT & T TECHNICAL JOURNAL vol. 65, no. 5, September 1986, NEW YORK US
pages 68 - 74 M.BIRNBAUM 'A VOICE PASSWORD SYSTEM FOR ACCESS SECURITY'
EUROPEAN CONFERENCE ON SPEECH COMMUNICATION AND TECHNOLOGY September
1989, PARIS pages 561 - 564 A RICCIO ET AL 'VOICE BASED REMOTE DATA
BASE ACCESS'

JAPAN TELECOMMUNICATION REVIEW vol. 29, no. 1, January 1987, TOKYO JP
pages 29 - 36 TETSUYA ISAYAMA 'AUTOMATIC RESPONSE PROCESSING EQUIPMENT
AS A MULTI-MEDIA COMMUNICATION NODE';

ABSTRACT EP 450610 A2

A telecommunications system is shown including a presentation interface for communication with callers to the system, a database operably connected to the presentation interface for transmission of data between said presentation interface and the database. The presentation interface includes a data link (11) for communication with a telecommunications network and a voice signal processor connected to the data link.

Other systems and apparatuses are also disclosed. (see image in original document)

ABSTRACT WORD COUNT: 73

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 911009 A2 Published application (A1with Search Report
;A2without Search Report)

Search Report: 930616 A3 Separate publication of the European or
International search report

Withdrawal: 950118 A2 Date on which the European patent application
was deemed to be withdrawn: 931217

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	414
SPEC A	(English)	EPABF1	4363
Total word count - document A			4777
Total word count - document B			0
Total word count - documents A + B			4777

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION an equally wide variety of authorization and access codes to remember and protect from unauthorized use. Such complexity promotes confusion, and may perhaps deter a **subscriber's use** of such services.

Access to a wide variety of enhanced telecommunications **based** services can be accomplished in many ways. Voice **verification** technology such as that disclosed in U.S. Patent Application S.N. 350,060, which is hereby incorporated herein by reference, can be utilized to provide a method of securing access to telecommunication based services such as, for example, voice messaging, virtual private networks, **long distance** calling services, call delivery systems, personal banking or securities services, and a variety of database **services**.

As **more** enhanced **services** become available and are offered by telecommunications based service providers there will be an increased need for procedures which allow a uniform, integrated method of...

9/5,K/9

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00459555

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Method and apparatus for providing integrated access to telecommunication based services.

Verfahren und Gerat zur Erzeugung von Zugang zu Telekommunikationsdiensten.

Methode et appareil pour fournir l'accès integre a des services de telecommunication.

PATENT ASSIGNEE:

TEXAS INSTRUMENTS INCORPORATED, (279070), 13500 North Central Expressway,
Dallas Texas 75265, (US), (applicant designated states:
CH;DE;FR;GB;IT;LI;NL;SE)

INVENTOR:

Scruggs, Jeffrey L., 1534 Spring Aire Lane, Lewisville, Texas 75067, (US)

LEGAL REPRESENTATIVE:

Leiser, Gottfried, Dipl.-Ing. et al (7511), Patentanwalte Prinz, Leiser,
Bunke & Partner Manzingerweg 7, W-8000 Munchen 60, (DE)

PATENT (CC, No, Kind, Date): EP 451693 A2 911016 (Basic)

EP 451693 A3 930602

APPLICATION (CC, No, Date): EP 91105296 910404;

PRIORITY (CC, No, Date): US 505747 900405

DESIGNATED STATES: CH; DE; FR; GB; IT; LI; NL; SE

INTERNATIONAL PATENT CLASS: H04M-003/42; H04Q-003/70;

CITED PATENTS (EP A): US 4899369 A; US 4899369 A; US 4899369 A; US 4896346
A; FR 2531590 A; US 3867582 A

CITED REFERENCES (EP A):

EUROPEAN CONFERENCE ON SPEECH COMMUNICATION AND TECHNOLOGY vol. 1,
September 1989, PARIS pages 561 - 564 A.RICCIO ET AL 'VOICE BASED
REMOTE DATA BASE ACCESS'

AT & T TECHNICAL JOURNAL vol. 65, no. 5, September 1986, NEW YORK US
pages 68 - 74 M.BIRNBAUM 'A VOICE PASSWORD SYSTEM FOR ACCESS SECURITY';

ABSTRACT EP 451693 A2

A method for authorizing access to a plurality of telecommunications services in a network comprises acknowledging a caller's attempt to contact the network, identifying the caller contacting the network as either a subscriber to at least one service offered in the network or not

such a subscriber, allowing further access to the network if the caller is identified as a subscriber to the network, and allowing identified subscribers to select which of the plurality of services is desired. After the caller has completed usage of the accessed services, the caller is asked whether or not the caller desires to utilize another of the plurality of services and is allowed to select another of the plurality of services if the caller so desires.

Other systems and methods are also disclosed. (see image in original document)

ABSTRACT WORD COUNT: 136

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 911016 A2 Published application (A1with Search Report ;A2without Search Report)
Search Report: 930602 A3 Separate publication of the European or International search report
Examination: 940119 A2 Date of filing of request for examination: 931125
Examination: 961204 A2 Date of despatch of first examination report: 961018
Withdrawal: 971229 A2 Date on which the European patent application was deemed to be withdrawn: 970701

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	650
SPEC A	(English)	EPABF1	2638
Total word count - document A			3288
Total word count - document B			0
Total word count - documents A + B			3288

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION an equally wide variety of authorization and access codes to remember and protect from unauthorized use. Such complexity promotes confusion, and may perhaps deter a **subscriber** 's use of such services.

Access to a wide variety of enhanced telecommunications **based** services can be accomplished in many ways. Voice **verification** technology such as that disclosed in U.S. Patent Application S.N. 350,060, which is hereby incorporated herein by reference, can be utilized to provide a method of securing access to telecommunication based services such as, for example, voice messaging, virtual private networks, **long distance** calling services, call delivery systems, personal banking or securities services, and a variety of database **services**.

As **more** enhanced **services** become available and are offered by telecommunications based service providers there will be an increased need for procedures which allow a uniform, integrated method of...

9/5,K/10

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00401209

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Coupling a data processor to alien apparatus.

Verbindung eines Datenprozessors mit einem fremden Apparat.

Connexion d'un processeur de donnees avec un appareil etranger.

PATENT ASSIGNEE:

International Business Machines Corporation, (200120), Old Orchard Road, Armonk, N.Y. 10504, (US), (applicant designated states: AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)

INVENTOR:

Baker, Ernest Dysart, 12032 Deer Run Raleigh, North Carolina 27614, (US)
Dinwiddie, John Monroe, Jr., 112 Pacer Circle, West Palm Beach, FL 33414, (US)

Grice, Lonnie Edward, 252 N.W. 44th Street, Boca Raton, FL 33431, (US)
Joyce, James Maurice, 1544 N.W. 9th Street, Boca Raton, FL 33431, (US)
Loffredo, John Mario, 2694 S.W. 14th Drive, Deerfield Beach, FL 33442,
(US)
Sanderson, Kenneth Russell, 1132 Widgeon Road, West Palm Beach, FL 33414,
(US)

LEGAL REPRESENTATIVE:

Bailey, Geoffrey Alan (27921), IBM United Kingdom Limited Intellectual
Property Department Hursley Park, Winchester Hampshire SO21 2JN, (GB)
PATENT (CC, No, Kind, Date): EP 400841 A2 901205 (Basic)
EP 400841 A3 940202
APPLICATION (CC, No, Date): EP 90305311 900516;
PRIORITY (CC, No, Date): US 353114 890517
DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE
INTERNATIONAL PATENT CLASS: G06F-015/16;
CITED PATENTS (EP A): US 4004277 A; US 4004277 A; EP 132157 A; GB 2211005 A
; US 4315310 A; US 4077060 A

ABSTRACT EP 400841 A2

The functions of two virtual operating systems (e.g. S/370 VM, VSE or
IX370 and S/88 OS) are merged into one physical system. Partner pairs of
S/88 processors run the S/88 OS and handle the fault tolerant and single
system image aspects of the system. One or more partner pairs of S/370
processors are coupled to corresponding S/88 processors directly and
through the S/88 bus. Each S/370 processor is allocated from 1 to 16
megabytes of contiguous storage from the S/88 main storage. Each S/370
virtual operating system thinks its memory allocation starts at address
0, and it manages its memory through normal S/370 dynamic memory
allocation and paging techniques. The S/370 is limit checked to prevent
the S/370 from accessing S/88 memory space. The S/88 Operating System is
the master over all system hardware and I/O devices. The S/88 processors
across the S/370 address space in direct response to a S/88 application
program so that the S/88 may move I/O data into the S/370 I/O buffers and
process the S/370 I/O operations. The S/88 and S/370 peer processor pairs
to execute their respective Operating Systems in a single system
environment without significant rewriting of either operating system.
Neither operating system is aware of the other operating system nor the
other processor pairs. (see image in original document)

ABSTRACT WORD COUNT: 219

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 901205 A2 Published application (A1with Search Report
;A2without Search Report)
Examination: 910206 A2 Date of filing of request for examination:
901213
Search Report: 940202 A3 Separate publication of the European or
International search report
Examination: 960925 A2 Date of despatch of first examination report:
960809

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	701
SPEC A	(English)	EPABF1	70330
Total word count - document A			71031
Total word count - document B			0
Total word count - documents A + B			71031

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION apply to computer elements of a network which lack
facilities to attach directly to a network having a single system image,
but utilize hardware and **software** resources of that network to attach
directly to same with an effective single system image.

For purposes of this discussion, direct attachment of a computer...

...of the coupling hardware, notwithstanding complexity of design, should
be more than offset by the savings realized by avoiding the extensive

- modifications of operating system **software** which otherwise would be needed. Performance advantages flow from faster connections due to the direct coupling and reduced bandwidth interference at the coupling interface.
- The...
- ...a. High Speed Data Interconnection (HSDI) refers to a hardware subsystem (and cable) for data transfer between separate hardware units.
- b. Link refers to a **software** construct or object which consists entirely of a multi-part pointer to some other **software** object and which has much of the character of an alias name.
- c. MODULE refers to a free-standing processing unit consisting of at least...
- ...CPU complex.
- d. CPU COMPLEX refers to one or more single or dual processor boards within the same enclosure, managed and controlled by Operating System **software** to operate as a single CPU. Regardless of the actual number of processor boards installed, any user program or application is written, and executed, as...
- ...LINK is a uniquely-named pointer to some other OBJECT, and so is considered an OBJECT itself. An I/O PORT is a uniquely-named **software** construct which points to a specific I/O device (a data source or target), and thus is also an OBJECT. The Operating System effectively prevents...
- ...the 'image' refers to the application program's view of the system and environment. 'System,' in this context, means the combined hardware (CPU complex) and **software** (Operating System and its utilities) to which the application programmer directs his instructions. 'Environment' means all I/O devices and other connected facilities which are...the means to simplify this situation and provide the SINGLE-SYSTEM IMAGE to the programmer, i. e., the HSDI connection between MODULEs, and HSDI drive **software** within the Operating System in each MODULE. Here, in a two-MODULE system for example, each of the two Operating Systems 'know about' the entire...
- ...88 processor is uniquely coupled to each S/370 processor. As will be seen, each S/370 processor is replicated and controlled by S/88 **software** for fault-tolerant operation. The unique direct coupling of the S/88 and S/370 processors, preferably by the uncoupling and interrupt function mechanisms described...system designed to meet the needs of customers who require highly reliable online processing. System/88 combines a duplexed hardware architecture with sophisticated operating system **software** to provide a fault tolerant system. The System/88 also provides horizontal growth through the attachment of multiple System/88 modules 10a, 10b, 10c, through...
- ...tolerance is a part of the System/88 hardware design, it does not require programming by the application developer. Fault tolerance is accomplished with no **software** overhead or performance degradation. The System/88 achieves fault tolerance through the duplication of major components, including processors, direct access storage devices (DASDs) or disks...
- ...the end users. Duplicate power supplies with battery backup for memory retention during a short-term power failure are also provided. System/88 and its **software** products offer ease of expansion, the sharing of resources among users, and solutions to complex requirements while maintaining a single system image to the end systems can be interconnected by communications lines to form a long haul network. This connection may be through a direct cable, a leased **telephone** line, or an X.25 network. The System/88 Network detects references to remote resources and routes messages between modules and systems completely transparent to...
- ...Operating System, to change the hardware configuration (add main storage), or to perform certain service procedures.

The duplexed System/88 components and the System/88 **software** help maintain data integrity. The System/88 detects a failure or transient error at the point of failure and does not propagate it throughout the...
...If the diagnostics determine that certain components need to be replaced, the System/88 can automatically call a support center to report the problem. The **customer** benefits from quick repairs and low maintenance costs.

The System/88 is **based** generally upon processor systems of the type described in detail in U.S. Patent 4,453,215, entitled "Central Processing Apparatus for Fault Tolerant Computing..."

9/5,K/11

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00401208

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Servicing interrupts in a data processing system

Unterbrechungsbedienung in einem Datenverarbeitungssystem

Prise en charge d'interruptions dans un systeme de traitement de donnees

PATENT ASSIGNEE:

International Business Machines Corporation, (200120), Old Orchard Road, Armonk, N.Y. 10504, (US), (applicant designated states:

AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)

INVENTOR:

Dinwiddie, John Monroe, Jr., 112 Pacer Circle, West Palm Beach, FL 33414, (US)

Grice, Lonnie Edward, 252 N.W. 44th Street, Boca Raton, FL 33431, (US)

Loffredo, John Mario, 2694 S.W. 14th Drive, Deerfield Beach, FL 33442, (US)

Sanderson, Kenneth Russell, 1132 Widgeon Road, West Palm Beach, FL 33414, (US)

LEGAL REPRESENTATIVE:

Bailey, Geoffrey Alan (27921), IBM United Kingdom Limited Intellectual Property Department Hursley Park, Winchester Hampshire SO21 2JN, (GB)

PATENT (CC, No, Kind, Date): EP 398696 A2 901122 (Basic)

EP 398696 A3 940105

EP 398696 B1 970723

APPLICATION (CC, No, Date): EP 90305309 900516;

PRIORITY (CC, No, Date): US 353117 890517

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: G06F-015/16; G06F-013/26;

CITED PATENTS (EP A): US 4812975 A; US 4296466 A; EP 132157 A; EP 192944 A; EP 205949 A; EP 333617 A

CITED REFERENCES (EP A):

IBM TECHNICAL DISCLOSURE BULLETIN vol. 28, no. 12, May 1986, ARMONK, NY, USA pages 5326 - 5328 'PC FIXED DISK USAGE DURING EMULATION'

IEEE 1986 NATIONAL AEROSPACE AND ELECTRONICS CONFERENCE 19 May 1986, DAYTON, USA pages 368 - 375 L. D. BROCK ET AL. 'ADVANCED INFORMATION PROCESSING SYSTEM: STATUS REPORT';

ABSTRACT EP 398696 A2

The functions of two virtual operating systems (e.g. S/370 VM, VSE or IX370 and S/88 OS) are merged into one physical system. Partner pairs of S/88 processors run the S/88 OS and handle the fault tolerant and single system image aspects of the system. One or more partner pairs of S/370 processors are coupled to corresponding S/88 processors directly and through the S/88 bus. Each S/370 processor is allocated from 1 to 16 megabytes of contiguous storage from the S/88 main storage. Each S/370 virtual operating system thinks its memory allocation starts at address 0, and it manages its memory through normal S/370 dynamic memory allocation and paging techniques. The S/370 is limit checked to prevent the S/370 from accessing S/88 memory space. The S/88 Operating System is the master over all system hardware and I/O devices. The S/88 processors across the S/370 address space in direct response to a S/88 application program so that the S/88 may move I/O data into the S/370 I/O buffers and process the S/370 I/O operations. The S/88 and S/370 peer processor pairs

to execute their respective Operating Systems in a single system environment without significant rewriting of either operating system. Neither operating system is aware of the other operating system nor the other processor pairs.
ABSTRACT WORD COUNT: 214

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 901122 A2 Published application (A1with Search Report ;A2without Search Report)
Examination: 910206 A2 Date of filing of request for examination: 901213
Search Report: 940105 A3 Separate publication of the European or International search report
Examination: 961113 A2 Date of despatch of first examination report: 960926
Grant: 970723 B1 Granted patent
Lapse: 980318 B1 Date of lapse of the European patent in a Contracting State: SE 971023
Lapse: 980408 B1 Date of lapse of the European patent in a Contracting State: AT 970723, DK 970723, SE 971023
Lapse: 980408 B1 Date of lapse of the European patent in a Contracting State: AT 970723, DK 970723, SE 971023

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	700
CLAIMS B	(English)	9707W4	715
CLAIMS B	(German)	9707W4	619
CLAIMS B	(French)	9707W4	829
SPEC A	(English)	EPABF1	70506
SPEC B	(English)	9707W4	70530
Total word count - document A			71213
Total word count - document B			72693
Total word count - documents A + B			143906

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION apply to computer elements of a network which lack facilities to attach directly to a network having a single system image, but utilize hardware and **software** resources of that network to attach directly to same with an effective single system image.

For purposes of this discussion, direct attachment of a computer...

...of the coupling hardware, notwithstanding complexity of design, should be more than offset by the savings realized by avoiding the extensive modifications of operating system **software** which otherwise would be needed. Performance advantages flow from faster connections due to the direct coupling and reduced bandwidth interference at the coupling interface.

The...

...a. High Speed Data Interconnection (HSDI) refers to a hardware subsystem (and cable) for data transfer between separate hardware units.

b. Link refers to a **software** construct or object which consists entirely of a multi-part pointer to some other **software** object and which has much of the character of an alias name.

c. MODULE refers to a free-standing processing unit consisting of at least...

...CPU complex.

d. CPU COMPLEX refers to one or more single or dual processor boards within the same enclosure, managed and controlled by Operating System **software** to operate as a single CPU. Regardless of the actual number of processor boards installed, any user program or application is written, and executed, as OBJECT itself. An I/O PORT is a uniquely-named **software** construct which points to a specific I/O device (a data source or

target), and thus is also an OBJECT. The Operating System effectively prevents...

...the 'image' refers to the application program's view of the system and environment. 'System,' in this context, means the combined hardware (CPU complex) and **software** (Operating System and its utilities) to which the application programmer directs his instructions. 'Environment' means all I/O devices and other connected facilities which are....

...the means to simplify this situation and provide the SINGLE-SYSTEM IMAGE to the programmer, i. e., the HSDI connection between MODULEs, and HSDI drive **software** within the Operating System in each MODULE. Here, in a two-MODULE system for example, each of the two Operating Systems 'know about' the entire...

...88 processor is uniquely coupled to each S/370 processor. As will be seen, each S/370 processor is replicated and controlled by S/88 **software** for fault- tolerant operation. The unique direct coupling of the S/88 and S/370 processors, preferably by the uncoupling and interrupt function mechanisms described...system designed to meet the needs of customers who require highly reliable online processing. System/88 combines a duplexed hardware architecture with sophisticated operating system **software** to provide a fault tolerant system. The System/88 also provides horizontal growth through the attachment of multiple System/88 modules 10a, 10b, 10C, through...

...tolerance is a part of the System/88 hardware design, it does not require programming by the application developer. Fault tolerance is accomplished with no **software** overhead or performance degradation. The System/88 achieves fault tolerance through the duplication of major components, including processors, direct access storage devices (DASDs) or disks...

...the end users. Duplicate power supplies with battery backup for memory retention during a short-term power failure are also provided. System/88 and its **software** products offer ease of expansion, the sharing of resources among users, and solutions to complex requirements while maintaining a single system image to the end...or more systems can be interconnected by communications lines to form a long haul network. This connection may be through a direct cable, a leased **telephone** line, or an X.25 network. The System/88 Network detects references to remote resources and routes messages between modules and systems completely transparent to...

...Operating System, to change the hardware configuration (add main storage), or to perform certain service procedures.
The duplexed System/88 components and the System/88 **software** help maintain data integrity. The System/88 detects a failure or transient error at the point of failure and does not propagate it throughout the...

...If the diagnostics determine that certain components need to be replaced, the System/88 can automatically call a support center to report the problem. The **customer** benefits from quick repairs and low maintenance costs.
The System/88 is **based** generally upon processor systems of the type described in detail in U.S. Patent 4,453,215, entitled "Central Processing Apparatus for Fault Tolerant Computing..."

9/5,K/12

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00401207

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

A single physical main storage unit shared by two or more processors executing respective operating systems.

Physischer, einziger Hauptspeicher, anteilig genutzt durch zwei oder mehr Prozessoren, die ihr jeweiliges Betriebssystem ausführen.

. Memoire principale physiquement unique, partagee par deux ou plusieurs
"processeurs executant leurs systemes operationnels respectifs.

PATENT ASSIGNEE:

International Business Machines Corporation, (200120), Old Orchard Road,
Armonk, N.Y. 10504, (US), (applicant designated states:
AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)

INVENTOR:

Dinwiddie, John Monroe, Jr., 112 Pacer Circle, West Palm Beach, FL 33414,
(US)

Grice, Lonnie Edward, 252 N.W. 44th Street, Boca Raton, FL 33431, (US)

Loffredo, John Mario, 2694 S.W. 14th Drive, Deerfield Beach, FL 33442,
(US)

Sanderson, Kenneth Russell, 1132 Widgeon Road, West Palm Beach, FL 33414,
(US)

Baker, Ernest Dysart, 12032 Deer Run, Raleigh North Carolina, 27614, (US)

Suarez, Gustavo Armando, 21482 Woodchuck Lane, Boca Raton, FL 33428, (US)

LEGAL REPRESENTATIVE:

Bailey, Geoffrey Alan (27921), IBM United Kingdom Limited Intellectual
Property Department Hursley Park, Winchester Hampshire SO21 2JN, (GB)

PATENT (CC, No, Kind, Date): EP 398695 A2 901122 (Basic)
EP 398695 A3 940202

APPLICATION (CC, No, Date): EP 90305308 900516;

PRIORITY (CC, No, Date): US 353113 890517

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: G06F-015/16; G06F-009/46;

CITED PATENTS (EP A): US 4315310 A; EP 171859 A; EP 230353 A

CITED REFERENCES (EP A):

COMPUTER TECHNOLOGY REVIEW vol. 4, no. 3, 1984, LOS ANGELES,
CALIFORNIA, USA pages 35 - 38 R. AOUIZERAT 'Shared Memory Devices Can
Link PDP-11s Into Load-Balanced Clusters';

ABSTRACT EP 398695 A2

The functions of two virtual operating systems (e.g. S/370 VM, VSE or
IX370 and S/88 OS) are merged into one physical system. Partner pairs of
S/88 processors run the S/88 OS and handle the fault tolerant and single
system image aspects of the system. One or more partner pairs of S/370
processors are coupled to corresponding S/88 processors directly and
through the S/88 bus. Each S/370 processor is allocated from 1 to 16
megabytes of contiguous storage from the S/88 main storage. Each S/370
virtual operating system thinks its memory allocation starts at address
0, and it manages its memory through normal S/370 dynamic memory
allocation and paging techniques. The S/370 is limit checked to prevent
the S/370 from accessing S/88 memory space. The S/88 Operating System is
the master over all system hardware and I/O devices. The S/88 processors
across the S/370 address space in direct response to a S/88 application
program so that the S/88 may move I/O data into the S/370 I/O buffers and
process the S/370 I/O operations. The S/88 and S/370 peer processor pairs
to execute their respective Operating Systems in a single system
environment without significant rewriting of either operating system.
Neither operating system is aware of the other operating system nor the
other processor pairs. (see image in original document)

ABSTRACT WORD COUNT: 219

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 901122 A2 Published application (A1with Search Report
;A2without Search Report)

Examination: 910206 A2 Date of filing of request for examination:
901213

Change: 940126 A2 Obligatory supplementary classification
(change)

Search Report: 940202 A3 Separate publication of the European or
International search report

Examination: 960612 A2 Date of despatch of first examination report:
960429

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	669

SPEC A	(English)	EPABF1	70452
Total word count - document A			71121
Total word count - document B			0
Total word count - documents A + B			71121

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION apply to computer elements of a network which lack facilities to attach directly to a network having a single system image, but utilize hardware and **software** resources of that network to attach directly to same with an effective single system image.

For purposes of this discussion, direct attachment of a computer...
 ...of the coupling hardware, notwithstanding complexity of design, should be more than offset by the savings realized by avoiding the extensive modifications of operating system **software** which otherwise would be needed. Performance advantages flow from faster connections due to the direct coupling and reduced bandwidth interference at the coupling interface.

The...

...a. High Speed Data Interconnection (HSDI) refers to a hardware subsystem (and cable) for data transfer between separate hardware units.

b. Link refers to a **software** construct or object which consists entirely of a multi-part pointer to some other **software** object and which has much of the character of an alias name.

c. MODULE refers to a free-standing processing unit consisting of at least...

...CPU complex.

d. CPU COMPLEX refers to one or more single or dual processor boards within the same enclosure, managed and controlled by Operating System **software** to operate as a single CPU. Regardless of the actual number of processor boards installed, any user program or application is written, and executed, as...

...LINK is a uniquely-named pointer to some other OBJECT, and so is considered an OBJECT itself. An I/O PORT is a uniquely-named **software** construct which points to a specific I/O device (a data source or target), and thus ...the 'image' refers to the application program's view of the system and environment. 'System,' in this context, means the combined hardware (CPU complex) and **software** (Operating System and its utilities) to which the application programmer directs his instructions. 'Environment' means all I/O devices and other connected facilities which are...

...the means to simplify this situation and provide the SINGLE-SYSTEM IMAGE to the programmer, i.e., the HSDI connection between MODULEs, and HSDI drive **software** within the Operating System in each MODULE. Here, in a two-MODULE system for example, each of the two Operating Systems 'know about' the entire...

...88 processor is uniquely coupled to each S/370 processor. As will be seen, each S/370 processor is replicated and controlled by S/88 **software** for fault-tolerant operation. The unique direct coupling of the S/88 and S/370 processors, preferably by the uncoupling and interrupt function mechanisms described...system designed to meet the needs of customers who require highly reliable online processing. System/88 combines a duplexed hardware architecture with sophisticated operating system **software** to provide a fault tolerant system. The System/88 also provides horizontal growth through the attachment of multiple System/88 modules 10a, 10b, 10c, through...

...tolerance is a part of the System/88 hardware design, it does not require programming by the application developer. Fault tolerance is accomplished with no **software** overhead or performance degradation. The System/88 achieves fault tolerance through the duplication of major components, including processors, direct access storage devices (DASDs) or disks...

...the end users. Duplicate power supplies with battery backup for memory retention during a short-term power failure are also provided. System/88 and its **software** products offer ease of expansion, the sharing of resources among users, and solutions to complex requirements while maintaining a single system image to the end...Network, using remote transmission facilities, is the facility used to interconnect multiple systems to form a single-system image to the end user. Two or **more** systems can be interconnected by communications lines to form a long haul network. This connection may be through a direct cable, a leased **telephone** line, or an X.25 network. The System/88 Network detects references to remote resources and routes messages between modules and systems completely transparent to...

...If the diagnostics determine that certain components need to be replaced, the System/88 can automatically call a support center to report the problem. The **customer** benefits from quick repairs and low maintenance costs.

The System/88 is **based** generally upon processor systems of the type described in detail in U.S. Patent 4,453,215, entitled "Central Processing Apparatus for Fault Tolerant Computing..."

9/5,K/13

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00401206

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Fault tolerant data processing system.

Fehlertolerantes Datenverarbeitungssystem.

Système de traitement de données à tolerance de fautes.

PATENT ASSIGNEE:

International Business Machines Corporation, (200120), Old Orchard Road, Armonk, N.Y. 10504, (US); (applicant designated states:

AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)

INVENTOR:

Baker, Ernest Dysart, 12032 Deer Run, Raleigh, North Carolina 27614, (US)
Dinwiddie, John Monroe, Jr., 112 Pacer Circle, West Palm Beach, FL 33414, (US)

Grice, Lonnie Edward, 252 N.W. 44th Street, Boca Raton, FL 33431, (US)

Joyce, James Maurice, 1544 N.W. 9th Street, Boca Raton, FL 33486, (US)

Loffredo, John Mario, 2694 S.W. 14th Drive, Deerfield Beach, FL 33442, (US)

Sanderson, Kenneth Russell, 1132 Widgeon Road, West Palm Beach, FL 33414, (US)

Suarez, Gustavo Armando, 21482 Woodchuck Lane, Boca Raton, FL 33428, (US)

LEGAL REPRESENTATIVE:

Bailey, Geoffrey Alan (27921), IBM United Kingdom Limited Intellectual Property Department Hursley Park, Winchester Hampshire SO21 2JN, (GB)

PATENT (CC, No, Kind, Date): EP 398694 A2 901122 (Basic)

EP 398694 A3 940202

APPLICATION (CC, No, Date): EP 90305307 900516;

PRIORITY (CC, No, Date): US 353116 890517

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: G06F-011/16; G06F-009/44; G06F-015/16;

CITED PATENTS (EP A): US 4654857 A; US. 4812975 A; US 4077060 A; EP 205949 A
; EP 132157 A; EP 205943 A

ABSTRACT EP 398694 A2

The functions of two virtual operating systems (e.g. S/370 VM, VSE or IX370 and S/88 OS) are merged into one physical system. Partner pairs of S/88 processors run the S/88 OS and handle the fault tolerant and single system image aspects of the system. One or more partner pairs of S/370 processors are coupled to corresponding S/88 processors directly and through the S/88 bus. Each S/370 processor is allocated from 1 to 16 megabytes of contiguous storage from the S/88 main storage. Each S/370 virtual operating system thinks its memory allocation starts at address 0, and it manages its memory through normal S/370 dynamic memory

allocation and paging techniques. The S/370 is limit checked to prevent the S/370 from accessing S/88 memory space. The S/88 Operating System is the master over all system hardware and I/O devices. The S/88 processors across the S/370 address space in direct response to a S/88 application program so that the S/88 may move I/O data into the S/370 I/O buffers and process the S/370 I/O operations. The S/88 and S/370 peer processor pairs to execute their respective Operating Systems in a single system environment without significant rewriting of either operating system. Neither operating system is aware of the other operating system nor the other processor pairs. (see image in original document)

ABSTRACT WORD COUNT: 219

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 901122 A2 Published application (Alwith Search Report
;A2without Search Report)
Examination: 910206 A2 Date of filing of request for examination:
901213
Change: 940126 A2 Obligatory supplementary classification
(change)
Search Report: 940202 A3 Separate publication of the European or
International search report
Examination: 960605 A2 Date of despatch of first examination report:
960422

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	679
SPEC A	(English)	EPABF1	70681
Total word count - document A			71360
Total word count - document B			0
Total word count - documents A + B			71360

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION apply to computer elements of a network which lack facilities to attach directly to a network having a single system image, but utilize hardware and **software** resources of that network to attach directly to same with an effective single system image.

For purposes of this discussion, direct attachment of a computer...

...of the coupling hardware, notwithstanding complexity of design, should be more than offset by the savings realized by avoiding the extensive modifications of operating system **software** which otherwise would be needed. Performance advantages flow from faster connections due to the direct coupling and reduced bandwidth interference at the coupling interface.

The...

...a. High Speed Data Interconnection (HSDI) refers to a hardware subsystem (and cable) for data transfer between separate hardware units.

b. Link refers to a **software** construct or object which consists entirely of a multi-part pointer to some other **software** object ...CPU complex.

d. CPU COMPLEX refers to one or more single or dual processor boards within the same enclosure, managed and controlled by Operating System **software** to operate as a single CPU. Regardless of the actual number of processor boards installed, any user program or application is written, and executed, as...

...LINK is a uniquely-named pointer to some other OBJECT, and so is considered an OBJECT itself. An I/O PORT is a uniquely-named **software** construct which points to a specific I/O device (a data source or target), and thus is also an OBJECT. The Operating System effectively prevents...

...the 'image' refers to the application program's view of the system and environment. 'System,' in this context, means the combined hardware (CPU complex) and **software** (Operating System and its utilities) to which the

application programmer directs his instructions. 'Environment' means all I/O devices and other connected facilities which are...

...the means to simplify this situation and provide the SINGLE-SYSTEM IMAGE to the programmer, i. e., the HSDI connection between MODULEs, and HSDI drive **software** within the Operating System in each MODULE. Here, in a two-MODULE system for example, each of the two Operating Systems 'know about' the entire...

...88 processor is uniquely coupled to each S/370 processor. As will be seen, each S/370 processor is replicated and controlled by S/88 **software** for fault-tolerant operation. The unique direct coupling of ...system designed to meet the needs of customers who require highly reliable online processing. System/88 combines a duplexed hardware architecture with sophisticated operating system **software** to provide a fault tolerant system. The system/88 also provides horizontal growth through the attachment of multiple System/88 modules 10a, 10b, 10C, through...

...tolerance is a part of the System/88 hardware design, it does not require programming by the application developer. Fault tolerance is accomplished with no **software** overhead or performance degradation. The System/88 achieves fault tolerance through the duplication of major components, including processors, direct access storage devices (DASDs) or disks...

...the end users. Duplicate power supplies with battery backup for memory retention during a short-term power failure are also provided. System/88 and its **software** products offer ease of expansion, the sharing of resources among users, and solutions to complex requirements while maintaining a single system image to the end...

...Network, using remote transmission facilities, is the facility used to interconnect multiple systems to form a single-system image to the end user. Two or **more** systems can be interconnected by communications lines to form a long haul network. This connection may be through a direct cable, a leased **telephone** line, or an X.25 network. The system/88 Network detects references to remote resources and routes messages between modules and systems completely transparent to...

...If the diagnostics determine that certain components need to be replaced, the System/88 can automatically call a support center to report the problem. The **customer** benefits from quick repairs and low maintenance costs.

The System/88 is **based** generally upon processor systems of the type described in detail in U.S. Patent 4,453,215, entitled "Central Processing Apparatus for Fault Tolerant Computing..."

9/5,K/14

DIALOG(R) File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00401205

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Adding system characteristics to a data processing system.

Hinzufügen von charakteristischen Merkmalen zu einem Datenverarbeitungssystem.

Addition de caractéristiques a un système de traitement de données.

PATENT ASSIGNEE:

International Business Machines Corporation, (200120), Old Orchard Road, Armonk, N.Y. 10504, (US), (applicant designated states: AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)

INVENTOR:

Dinwiddie, John Monroe, Jr., 112 Pacer Circle, West Palm Beach, FL 33414, (US)

Grice, Lonnie Edward, 252 N.W. 44th Street, Boca Raton, FL 33431, (US)

Joyce, James Maurice, 1544 N.W. 9th Street, Boca Raton, FL 33486, (US)

Loffredo, John Mario, 2694 S.W. 14th Drive, Deerfield Beach, FL 33442,

(US)

Sanderson, Kenneth Russell, 1132 Widgeon Road, West Palm Beach, FL 33414,

(US)

Baker, Ernest Dysart, 12032 Deer Run, North Carolina, 27614, (US)

LEGAL REPRESENTATIVE:

Bailey, Geoffrey Alan (27921), IBM United Kingdom Limited Intellectual

Property Department Hursley Park, Winchester Hampshire SO21 2JN, (GB)

PATENT (CC, No, Kind, Date): EP 398693 A2 901122 (Basic)

EP 398693 A3 940202

APPLICATION (CC, No, Date): EP 90305306 900516;

PRIORITY (CC, No, Date): US 353111 890517

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: G06F-015/16; G06F-013/12;

CITED PATENTS (EP A): US 4812975 A; EP 205949 A; US 4354225 A; US 4315310 A
; EP 197499 A

ABSTRACT EP 398693 A2

The functions of two virtual operating systems (e.g. S/370 VM, VSE or IX370 and S/88 OS) are merged into one physical system. Partner pairs of S/88 processors run the S/88 OS and handle the fault tolerant and single system image aspects of the system. One or more partner pairs of S/370 processors are coupled to corresponding S/88 processors directly and through the S/88 bus. Each S/370 processor is allocated from 1 to 16 megabytes of contiguous storage from the S/88 main storage. Each S/370 virtual operating system thinks its memory allocation starts at address 0, and it manages its memory through normal S/370 dynamic memory allocation and paging techniques. The S/370 is limit checked to prevent the S/370 from accessing S/88 memory space. The S/88 Operating System is the master over all system hardware and I/O devices. The S/88 processors across the S/370 address space in direct response to a S/88 application program so that the S/88 may move I/O data into the S/370 I/O buffers and process the S/370 I/O operations. The S/88 and S/370 peer processor pairs to execute their respective Operating Systems in a single system environment without significant rewriting of either operating system.

Neither operating system is aware of the other operating system nor the other processor pairs. (see image in original document)

ABSTRACT WORD COUNT: 219

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 901122 A2 Published application (Alwith Search Report
;A2without Search Report)

Examination: 910206 A2 Date of filing of request for examination:
901213

Search Report: 940202 A3 Separate publication of the European or
International search report

Examination: 960724 A2 Date of despatch of first examination report:
960610

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	1016
SPEC A	(English)	EPABF1	70925
Total word count - document A			71941
Total word count - document B			0
Total word count - documents A + B			71941

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION apply to computer elements of a network which lack facilities to attach directly to a network having a single system image, but utilize hardware and **software** resources of that network to attach directly to same with an effective single system image.

For purposes of this discussion, direct attachment of a computer...of the coupling hardware, notwithstanding complexity of design, should be more than offset by the savings realized by avoiding the extensive modifications of operating system **software** which otherwise would be needed. Performance advantages flow from faster connections due to the direct coupling and reduced bandwidth interference at the coupling

interface.
 " The...

- ...a. High Speed Data Interconnection (HSDI) refers to a hardware subsystem (and cable) for data transfer between separate hardware units.
 - b. Link refers to a **software** construct or object which consists entirely of a multi-part pointer to some other **software** object and which has much of the character of an alias name.
 - c. MODULE refers to a free-standing processing unit consisting of at least...
- ...CPU complex.
 - d. CPU COMPLEX refers to one or more single or dual processor boards within the same enclosure, managed and controlled by Operating System **software** to operate as a single CPU. Regardless of the actual number of processor boards installed, any user program or application is written, and executed, as...
- ...LINK is a uniquely-named pointer to some other OBJECT, and so is considered an OBJECT itself. An I/O PORT is a uniquely-named **software** construct which points to a specific I/O device (a data source or target), and thus is also an OBJECT. The Operating System effectively prevents...
- ...the 'image' refers to the application program's view of the system and environment. 'System,' in this context, means the combined hardware (CPU complex) and **software** (Operating System and its utilities) to which the application programmer directs his instructions. 'Environment' means all I/O devices and other connected facilities which are...
- ...means to simplify this situation and provide the SINGLE-SYSTEM IMAGE to the programmer, i. e., the HSDI connection between MODULES, and HSDI drive software **within** the Operating System in each MODULE. Here, in a two-MODULE system for example, each of the two Operating Systems 'know about' the entire environment...88 processor is uniquely coupled to each S/370 processor. As will be seen, each S/370 processor is replicated and controlled by S/88 **software** for fault- tolerant operation. The unique direct coupling of the S/88 and S/370 processors, preferably by the uncoupling and interrupt function mechanisms described...system designed to meet the needs of customers who require highly reliable online processing. System/88 combines a duplexed hardware architecture with sophisticated operating system **software** to provide a fault tolerant system. The System/88 also provides horizontal growth through the attachment of multiple System/88 modules 10a, 10b, 10c, through...
- ...tolerance is a part of the System/88 hardware design, it does not require programming by the application developer. Fault tolerance is accomplished with no **software** overhead or performance degradation. The System/88 achieves fault tolerance through the duplication of major components, including processors, direct access storage devices (DASDs) or disks...
- ...the end users. Duplicate power supplies with battery backup for memory retention during a short-term power failure are also provided. System/88 and its **software** products offer ease of expansion, the sharing of resources among users, and solutions to complex requirements while maintaining a single system image to the end...
- ...or more systems can be interconnected by communications lines to form a long haul network. This connection may be through a direct cable, a leased **telephone** line, or an X.25 network. The System/88 Network detects references to remote resources and routes messages between modules and systems completely transparent to...
- ...Operating System, to change the hardware configuration (add main storage), or to perform certain service procedures.

The duplexed System/88 components and the System/88 **software** help maintain data integrity. The System/88 detects a failure or transient error at the point of failure and does not propagate it throughout the...

...If the diagnostics determine that certain components need to be replaced, the System/88 can automatically call a support center to report the problem. The **customer** benefits from quick repairs and low maintenance costs.

The System/88 is **based** generally upon processor systems of the type described in detail in U.S. Patent 4,453,215, entitled "Central Processing Apparatus for Fault Tolerant Computing..."

9/5,K/15

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 1998 EUROPEAN PATENT OFFICE. All rts. reserv.

00306062

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Digital data processing system.

Digitales Datenverarbeitungssystem.

Systeme du traitement de donnees numeriques.

PATENT ASSIGNEE:

DATA GENERAL CORPORATION, (410940), Route 9, Westboro Massachusetts 01581
, (US), (applicant designated states: AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)

INVENTOR:

Bratt, Richard Glenn, 9 Brook Trail Road, Wayland Massachusetts 01778,
(US)

Clancy, Gerald F., 13069 Jaccaranda Center, Saratoga California 95070,
(US)

Gavrin, Edward S., Beaver Pond Road RFD 4, Lincoln Massachusetts 01773,
(US)

Gruner, Ronald Hans, 112 Dublin Wood Drive, Cary North Carolina 27514,
(US)

Mundie, Craig James, 136 Castlewood Drive, Cary North Carolina, (US)

Schleimer, Stephen I., 1208 Ellen Place, Chapel Hill North Carolina 27514
, (US)

Wallach, Steven J., 12436 Green Meadow Lane, Saratoga California 95070,
(US)

LEGAL REPRESENTATIVE:

Robson, Aidan John et al (69471), Reddie & Grose 16 Theobalds Road,
London WC1X 8PL, (GB)

PATENT (CC, No, Kind, Date): EP 300516 A2 890125 (Basic)

EP 300516 A3 890426

EP 300516 B1 931124

APPLICATION (CC, No, Date): EP 88200921 820521;

PRIORITY (CC, No, Date): US 266413 810522; US 266539 810522; US 266521

810522; US 266415 810522; US 266409 810522; US 266424 810522; US 266421

810522; US 266404 810522; US 266414 810522; US 266532 810522; US 266403

810522; US 266408 810522; US 266401 810522; US 266524 810522

DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: G06F-009/46; G06F-012/14;

CITED REFERENCES (EP A):

PROCEEDINGS OF THE SPRING JOINT COMPUTER CONFERENCE, Atlantic City, 1972,
pages 417-429, Afips Press; G.S. GRAHAM et al.: "Protection-Principles
and practice"

IDEM.

COMPCON SPRING'80, digest of papers, San Francisco, 25th-28th February
1980, pages 340-343, IEEE, New York, US; T.D. McCREERY: "The X-tree
operating system: Bottom layer"

IDEM.

COMPUTER ARCHITECTURE NEWS, October 1980, pages 4-11; J. RATTNER et al.:
"Object-based computer architecture"

A.S. TANENBAUM: "Structured computer organization", 1976, pages 264-268,
Prentice-Hall, Inc., Englewood Cliffs, New Jersey, US

IBM TECHNICAL DISCLOSURE BULLETIN, vol. 22, no. 3, August 1979, pages
1286-1289, New York, US; D.B. LOMET: "Regions for controlling the
propagation of addressability in capability systems";

ABSTRACT EP 300516 A2

The system has memory storing data and instructions and processing
means. Memory is organized into objects identified by unique identifiers

(UIDs) comprising a logical allocation unit identifier (LAUID) and an object serial number (OSN) provided by an architectural clock, associated with an offset (O) and length (L) enabling logical addresses to be derived. Instructions (SIN's) are in an intermediate level language - (SOP's = S - language operations). Associated names (NAME A, NAME B) point to name tables which identify subjects to which the processor may respond in relation to the instruction in question. Protection is afforded by restricting access to memory operations to a subject pertaining to the set of subjects pertaining to the object in question.

ABSTRACT WORD COUNT: 122

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 890125 A2 Published application (A1with Search Report
;A2without Search Report)

Search Report: 890426 A3 Separate publication of the European or
International search report

Examination: 891206 A2 Date of filing of request for examination:
891011

Examination: 920115 A2 Date of despatch of first examination report:
911202

Grant: 931124 B1 Granted patent

Lapse: 940713 B1 Date of lapse of the European patent in a
Contracting State: SE 931124

Lapse: 940810 B1 Date of lapse of the European patent in a
Contracting State: AT 931124, SE 931124

Change: 940810 B1 Representative (change)

Lapse: 940928 B1 Date of lapse of the European patent in a
Contracting State: AT 931124, NL 931124, SE
931124

Oppn None: 941117 B1 No opposition filed

Lapse: 941130 B1 Date of lapse of the European patent in a
Contracting State: AT 931124, BE 931124, NL
931124, SE 931124

Lapse: 950118 B1 Date of lapse of the European patent in a
Contracting State: AT 931124, BE 931124, FR
940415, NL 931124, SE 931124

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	1018
CLAIMS B	(German)	EPBBF1	868
CLAIMS B	(French)	EPBBF1	1115
SPEC B	(English)	EPBBF1	154256
Total word count - document A			0
Total word count - document B			157257
Total word count - documents A + B			157257

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION EU 10122 is completing the selected arithmetic operation. At completion of the selected arithmetic operation, EU 10122 signals FU 10120 that the operation results are **available** by way of a "handshake" signal through F/E Bus 10148. FU 10120 may then receive the arithmetic operation results for further processing or, as...level language is replaced by, in general, two or three S-Language instructions, referred to as SINs. Certain SINs may be shared by two or **more** high level user languages. CS 10110, as further described in following discussions, provides a set, or dialect, of microcode instructions (S-Interpreters) for each S...

?

File 2:INSPEC 1969-1998/Apr W4
 (c) 1998 Institution of Electrical Engineers
 File 8:EI Compendex(R) 1970-1998/May W5
 (c) 1998 Engineering Info. Inc.
 File 6:NTIS 64-1998/May W5
 Comp&dist 1998 NTIS, Intl Copyright All
 File 99:Wilson Appl. Sci & Tech Abs 1983-1998/Mar
 (c) 1998 The HW Wilson Co.
 File 144:Pascal 1973-1998/Apr
 (c) 1998 INIST/CNRS
 File 77:Conference Papers Index 1973-1998/May
 (c) 1998 Cambridge Sci Abs
 File 434:Scisearch(R) Cited Ref Sci 1974-1998/Apr W4
 (c) 1998 Inst for Sci Info
 File 233:Microcomputer Abstracts 1974-1998/Apr
 (c) 1998 Information Today Incl.
 File 35:Dissertation Abstracts Online 1861-1998/May
 (c) 1998 UMI
 File 65:Inside Conferences 1993-1998/Apr W4
 (c) 1998 BLDSC all rts. reserv.
 File 238:Abs. in New Tech & Eng. 1981-1998/Apr
 (c) 1998 Reed-Elsevier (UK) Ltd.
 File 94:JICST-EPlus 1985-1998/Mar W1
 (c)1998 Japan Science and Tech Corp(JST)

*Technical, non
 full text files
 Dialog*

Set	Items	Description
S1	8777592	DETECT? OR IDENTIF?(NOT 2N)NUMBER? ? OR TRACK? OR MONITOR? OR COLLECT? OR GATHER? OR BASED OR VERIF? OR OBSERVE? OR OBSE- RVING
S2	10478257	USAGE? OR ACTIVITY OR INTERACTION OR USE OR USED OR USES OR STATISTIC? OR PATTERN? ?
S3	965531	CUSTOMER? OR CLIENT? OR USER? ? OR SUBSCRIBER? OR CONSUMER? OR BUYER? OR PERSON? ?
S4	1207862	OFFER? OR SELL? OR SOLD OR PROMOT? OR MARKET??? OR (MAKE OR MAKING OR MADE) (2N)AVAILAB?
S5	429127	UPGRAD? OR ENHANCEMENT? OR ACCESSOR? OR DISCOUNT? OR (ADDI- TIONAL OR EXTRA OR GREATER OR EXTENDED) (4N) (PRODUCT? ? OR SERV- ICE? ? OR FUNCTIONALITY OR RESOURCE? ? OR SERVICE(2W) (PLAN? ? OR OPTION? ?))
S6	38	S1(7N)S2 AND S3 AND S4(7N)S5
S7	34	RD (unique items)
S8	0	AU=(MECHALEY, R? OR MECHALEY R?) AND AU=(MINER, R? OR MINER R?)
?		

7/7/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

5507883 INSPEC Abstract Number: B9704-6250F-030

Title: The use of wireless local loop (WLL) to offer a mobile service

Author(s): Wassell, I.J.

Author Affiliation: Commun. Res. Group, Huddersfield Polytech., UK

Conference Title: IEE Colloquium on Wireless Technology (Digest No.1996/199) p.8/1-6

Publisher: IEE, London, UK

Publication Date: 1996 Country of Publication: UK 42 pp.

Material Identity Number: XX97-00069

Conference Title: IEE Colloquium on Wireless Technology (Digest No.1996/199)

Conference Sponsor: IEE

Conference Date: 14 Nov. 1996 Conference Location: London, UK

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Practical (P); Theoretical (T)

Abstract: The **use** of equipment **based** upon the Digital European Cordless Telecommunications (DECT) standard to provide wireless local loop (WLL) services has attracted considerable interest from telecommunications operators. However, in addition to providing a conventional fixed **service**, **extra** revenue could be generated by **offering** a mobile service. This paper investigates how the WLL could be used as the basis for a mobile service. (4 Refs)

Copyright 1997, IEE

7/7/2 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

5079976 INSPEC Abstract Number: B9511-8110B-178, C9511-3340H-273

Title: Experience in incremental replacement and continuous upgrade of an energy management system

Author(s): Marathe, H.Y.; Fong, B.

Author Affiliation: UIS Consulting Services, Princeton, NJ, USA

Conference Title: Conference Proceedings. 1995 IEEE Power Industry Computer Application Conference (Cat. No.95CH35798) p.339-44

Publisher: IEEE, New York, NY, USA

Publication Date: 1995 Country of Publication: USA xvi+571 pp.

ISBN: 0 7803 2663 6

U.S. Copyright Clearance Center Code: 0 7803 2663 6/95/\$4.00

Conference Title: Proceedings of Power Industry Computer Applications Conference

Conference Sponsor: IEEE Power Eng. Soc

Conference Date: 7-12 May 1995 Conference Location: Salt Lake City, UT, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: New England Power Exchange (NEPEX), after evaluating several alternatives, decided to upgrade their existing EMS system using phased replacement. As a first step, a security upgrade system (SUS) was added to perform all network security functions. The SUS was designed for continuous improvement through future releases from the vendor. Since its installation, the SUS has gone through two upgrade cycles within the last three years. **Upgrade** of EMS software **offers** considerable advantages to a utility, viz. new functionality, access to the latest technology, uniformity with other **users** of the software, standard fixes to software bugs. It also poses considerable risks by compromising integrity of the system during upgrade. This study discusses our experience through two upgrade cycles. In particular, it discusses the methodology **used** to **track** changes to the software during and between upgrades and the effort required for the upgrade. The study suggests several guidelines to make future upgrades of EMS software easier to perform. (3 Refs)

Copyright 1995, IEE

7/7/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

4968562 INSPEC Abstract Number: C9507-6180G-008

Title: Adaptive bar implementation and ergonomics

Author(s): Debevc, M.; Svec, R.; Donlagic, D.; Meyer, B.

Author Affiliation: Faculty of Tech. Sci., Maribor, Slovenia

Journal: Informatica vol.18, no.3 p.357-66

Publication Date: Oct. 1994 Country of Publication: Slovenia

CODEN: INFOFF ISSN: 0350-5596

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Self-adjusting, adaptive **user** interfaces offer automatic customisation of the computer-based working environment by checking **users** ' procedures and typical decisions, eventually **offering** them adaptations or **enhancements** designed to make their individual work patterns easier and more efficient. This means that the **users** do not need a deeper understanding of the application environment or its procedures, since the adaptive **user** interface itself recommends solutions and possible adjustments. This article classifies **user** interfaces and their roles. Positive and negative aspects of adaptive **user** interfaces are also discussed. Using the adaptive bar as an example, we discuss the implementation and ergonomics of the adaptive bar, which represents the adaptive part of the interaction. During the working sessions; but without disturbing them, the **user** interface suggests the addition or removal of command icons and their resizing depending on the priority, which is **based** on the frequency of **use** . The article also offers a convenient solution to present the priority of icons. (19 Refs)

Copyright 1995, IEE

7/7/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

4514404

Title: Your new silent partners (accounting software vendors)

Author(s): Cohn, M.

Journal: Accounting Technology vol.9, no.5 p.37-8

Publication Date: July 1993 Country of Publication: USA

ISSN: 0883-1866

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: You'll get more mileage out of your write-up practice if your **clients** **use** software to **track** their finances. Vendors of personal finance and low-cost accounting programs are **offering** incentives like **client** leads, **discounted** software, special support lines, and **marketing** support to help you encourage your **clients** to make the big move. (0 Refs)

7/7/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

03343405 INSPEC Abstract Number: C89028291, D89000959

Title: Automation to boost sales and marketing

Author(s): Moriarty, R.T.; Swartz, G.S.

Journal: Harvard Business Review vol.67, no.1 p.100-8

Publication Date: Jan.-Feb. 1989 Country of Publication: USA

CODEN: HABRAX ISSN: 0017-8012

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Remarkable results are becoming more common as forward-looking companies install marketing and sales productivity systems that automate routine tasks and gather and interpret data that was either scattered or

uncollected before. These networks not only **upgrade** the efficiency of the sales and **marketing** staffs but also improve the timeliness and quality of marketing and sales executives' decision making because of the **use** they can make of the data **collected** and analyzed. The hardware transmitting the information can range from a single-**user** PC linked to a group of PCs or minicomputers to a mainframe serving thousands of **users**. But it is important to view this investment not from the standpoint of a marketing function outlay but from a corporate, strategic perspective. In that way, companies can appreciate and exploit the synergies possible from linkages with databases from other parts of the organization. Without a broader view, managers may not consider the intangible benefits of a marketing automation system in the internal competition to win endorsement from those setting the capital budget. (6 Refs)

7/7/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 1998 Institution of Electrical Engineers. All rts. reserv.

03121315 INSPEC Abstract Number: C88030570

Title: Power exploited (Xenix-386 OS)

Author(s): Artus, D.; Rodgers, D.

Journal: PC User no.67 p.111-14

Publication Date: 1-14 Nov. 1987 Country of Publication: UK

CODEN: PCUSDW ISSN: 0263-5720

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P); Product Review (R)

Abstract: Reviews SCO Xenix-386 System V Operating System (Pounds 695), a multi-**user** operating system for **use** on 80386 **based** PCs. The package **offers** a painless **upgrade** for Xenix-286 **users** which brings benefits in performance and efficiency. (0 Refs)

7/7/7 (Item 1 from file: 8)

DIALOG(R)File 8:Ei Compendex(R)

(c) 1998 Engineering Info. Inc. All rts. reserv.

02581520 E.I. Monthly No: EIM8805-029471

Title: AT&T OPPORTUNITY CALLING.

Author: O'Brien, William F.

Corporate Source: AT&T Communications, Basking Ridge, NJ, USA

Conference Title: Proceedings of the National Communications Forum.

Conference Location: Rosemont, IL, USA Conference Date: 19860929

Sponsor: Natl Engineering Consortium, Chicago, IL, USA

E.I. Conference No.: 11141

Source: Proceedings of the National Electronics Conference v 40 pt 1.

Publ by Professional Education Int Inc, USA p 368-372

Publication Year: 1986

CODEN: PNECAC ISSN: 0077-4413

Language: English

Document Type: PA; (Conference Paper)

Journal Announcement: 8805

Abstract: AT&T Opportunity Calling is a direct marketing sales channel that reaches millions of heavy long distance **users**, provides them discounted toll service and tangible benefits through AT&T's business partners who provide discounted services and merchandise, **uses** information technology to personalize marketing efforts and **collects** marketing intelligence through two-way communications. (Author abstract)

7/7/8 (Item 1 from file: 6)

DIALOG(R)File 6:NTIS

Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

1858674 NTIS Accession Number: N95-17187/2

Demand Access Communications for TDRSS Users

Zillig, D. ; Weinberg, A. ; Mcomber, R.

National Aeronautics and Space Administration, Greenbelt, MD. Goddard

Space Flight Center.

Corp. Source Codes: 013129001; NC999967

Nov 94 10p

Languages: English

Journal Announcement: GRAI9508; STAR3304

In Its Third International Symposium on Space Mission Operations and Ground Data Systems, Part 1 p 65-74.

NTIS Prices: (Order as N95-17179/9, PC A99/MF A06)

Country of Publication: United States

The Tracking and Data Relay Satellite System (TDRSS) has long been used to provide reliable low and high-data rate relay services between **user** spacecraft in Earth orbit and the ground. To date, these TDRSS services have been implemented via prior scheduling based upon estimates of **user** needs and mission event timelines. While this approach may be necessary for large **users** that require **greater** amounts of TDRSS **resources**, TDRSS can potentially **offer** the planned community of smaller science missions (e.g., the small explorer missions), and other emerging **users**, the unique opportunity for services on demand. In particular, innovative application of the existing TDRSS Multiple Access (MA) subsystem, with its phased array antenna, could be used to implement true demand access services without modification to either the TDRSS satellites or the **user** transponder, thereby introducing operational and performance benefits to both the **user** community and the Space Network. In this paper, candidate implementations of demand access service via the TDRSS MA subsystem are examined in detail. Both forward and return link services are addressed and a combination of qualitative and quantitative assessments are provided. The paper also **identifies** further areas for investigation in this ongoing **activity** that is being conducted by GSFC/Code 531 under the NASA Code O Advanced Systems Program.

7/7/9 (Item 2 from file: 6)

DIALOG(R)File 6:NTIS

Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

1729601 NTIS Accession Number: ED-352 964

Library Resources for the Blind and Physically Handicapped. A Directory with FY 1991 Statistics on Readership, Circulation, Budget, Staff, and Collections

National Library Service for the Blind and Physically Handicapped, Washington, DC.

Corp. Source Codes: 066972000

1992 119p

Languages: English

Journal Announcement: GRAI9315

For the 1991 edition, see ED 341 394.

Available from ERIC Document Reproduction Service (Computer Microfilm International Corporation), 3900 Wheeler Ave., Alexandria, VA 22304-5110.

NTIS Prices: Not available NTIS

Country of Publication: United States

The National Library Service (NLS) for the Blind and Physically Handicapped of the Library of Congress selects and produces full-length books and magazines in braille and on recorded disc and cassette. NLS distributes these materials to a cooperating network of 56 regional and 89 subregional libraries in the United States, Puerto Rico, the Virgin Islands, and Guam for circulation to eligible borrowers by postage-free mail. Network libraries also **offer** reference, readers' advisory, free playback equipment and **accessories**, and other services. The two major sections of this report provide listings of: (1) NLS Network Libraries and Machine-Lending Agencies--with libraries arranged alphabetically by state, then regional and subregional libraries listed alphabetically by city, including information on machine-lending and braille-lending capabilities, special collections and services, assistive devices, and publications; and (2) Other Library Resources at the National Level--with listings arranged alphabetically by organization, including information on eligibility requirements, special media available, subject coverage, reading level, and lending policies. Names, addresses, and telephone numbers given for these libraries and agencies are current as of July 1992. Two appendices present

• statistics on NLS network libraries' readership and circulation from federal FY 1991 and data on budget, staff, and collections received in response to a questionnaire circulated to the network libraries in February 1992. (ALF).

7/7/10 (Item 1 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
(c) 1998 The HW Wilson Co. All rts. reserv.

1403702 H.W. WILSON RECORD NUMBER: BAST96049439

Forstmann blazes comeback trail

McCurry, John W;

Textile World v. 146 (Aug. '96) p. 87-8

DOCUMENT TYPE: Feature Article ISSN: 0040-5213

ABSTRACT: Forstmann, the largest U.S. woolen manufacturer, is making sweeping changes as it seeks to emerge from bankruptcy. The company has shelved its goal of becoming a \$300 million annual business and adopted a target of \$200 million a year. As a result, Forstmann has eliminated various **customers** that did not meet certain financial thresholds and dropped some product lines. It is introducing **activity -based** costing, centralized planning, improved communications and accountability, a more streamlined running schedule, and lower inventory levels. The company is hoping to achieve maximum flexibility, and workers are being cross-trained on a variety of machinery in order to boost flexibility and job security. To date, Forstmann's efforts are paying off, as 1996 quarterly results are significantly better than those of 1995. Cost containment measures notwithstanding, the pivotal **enhancement** is possibly the increase in worker morale **promoted** by the management's new open communication policy.

7/7/11 (Item 1 from file: 144)

DIALOG(R)File 144:Pascal

(c) 1998 INIST/CNRS. All rts. reserv.

12293334 PASCAL No.: 95-0525898

A forearm controlled application technique for estimating the relative mildness of personal cleansing products

ERTEL K D; KESWICK B H; BRYANT P B

Procter & Gamble Co., Sharon woods tech. cent., Cincinnati OH 45241, USA

Journal: Journal of the Society of Cosmetic Chemists, 1995, 46 (2) 67-76

ISSN: 0037-9832 CODEN: JSCCA5 Availability: INIST-6978;

354000054707200010

No. of Refs.: 13 ref.

Document Type: P (Serial) ; A (Analytic)

Country of Publication: USA

Language: English

The forearm controlled application technique (FCAT) is a method for estimating the relative irritation potential of personal cleansers. The FCAT **uses** an exposure protocol that is **based** on **consumer** washing habits, and offers greater efficiency than many other methods used to evaluate personal cleanser mildness. In addition, the FCAT minimizes error due to biological diversity by simultaneously exposing subjects to up to eight test **products**. Thus, the FCAT **offers greater** testing power than traditional paired-test designs. We have successfully used the FCAT to differentiate a wide variety of personal cleansing products on the basis of expert visual assessments and instrumental measurements. The method presented has been validated with standard control products over a period of twenty one months at several different test sites under a wide variety of test conditions.

7/7/12 (Item 1 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00489013 98IT03-013

Electric Library keeps its edge -- Research service offers a new look and search enhancements

O'Leary, Mick

Information Today , March 1, 1998 , v15 n3 p13-14, 2 Page(s)

ISSN: 8755-6286

Company Name: Infonautics

URL: <http://www.infonautics.com>

Product Name: Electric Library 98

DATABASE REVIEW column presents a favorable review of Electric Library 98 (\$9.95 per month), a research service from Infonautics, Inc. of Wayne, PA (610). Explains that Electric Library pioneered joint searching of multiple data types, and was one of the first online services to **use** relevance searching and offer a comprehensive research **collection** for children. Features include Boolean searching, and the ability to restrict **user**'s search to sets of publications representing broad subject categories. States that Electric Library 98's most innovative addition is a powerful search refinement feature called ``recurring themes,' which **uses** relevance technology to **identify** and sort a list of terms that occur frequently in a document. Notes that Electric Library launches searches for a topic in several popular Web search engines and directories, including the Web site of Barnes & Noble, booksellers. (jo)

7/7/13 (Item 2 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00468969 97CW08-211

Brokers get break - fewer monitors

Wallace, Bob

Computerworld , August 18, 1997 , v31 n33 p53, 57, 2 Page(s)

ISSN: 0010-4841

Company Name: Chicago Stock Exchange

Introduces the Special Station program adopted by the Chicago Stock Exchange, which will allow traders to **use** a single Windows NT 4.0-based workstation instead of jumping from computer to computer. Explains that the system will upgrade from low-speed systems running terminal-emulation software to 266-MHz Pentium systems with a graphical **user** interface. Emphasizes that this will greatly simplify the process for traders, and calls it a much more efficient process in a place where speed can be crucial. Also mentions that the upgrade required a network infrastructure upgrade, in which Fast Ethernet switches and 3Com routers were employed. Includes one photo. (kgh)

7/7/14 (Item 3 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00457127 97SD04-001

Microsoft Office97 for Developers -- Leverage the knowledge your users already have to build new, flexible solutions (Part 1 of 2)

Lazar, Bill

Software Development , April 1, 1997 , v5 n4 p11-15, 4 Page(s)

ISSN: 0749-2839

Company Name: Microsoft

Product Name: Microsoft Office97 for Developers

Presents a favorable review of Microsoft Office97 for Developers, an applications suite developed for creating powerful **client** /server and Web-based applications, from Microsoft. Features include the **use** of Visual Basic for Applications 5.0 as the programming language for all of the component applications, and more than 500 programmable OLE objects. It includes a source code control interface for Access applications but does not include a source code control application. Says this edition **offers** two key **enhancements** specifically designed for Access: improved replication capability in Replication Manager 3.5 and the ability to integrate a separate source code control system into the development environment. It stores applications in binary format within documents and

not as separate, easily managed projects. Says control templates include only properties and not event handling source code. Rated four out of four stars. Contains two screen displays and one information table. (HHW)

7/7/15 (Item 4 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00445119 96MA12-207

Extensis QX-Tools 2.0 an essential XPress accessory -- Versatile XTensions pack offers quick effects help

Crosten, Mark

MacWEEK , December 16, 1996 , v10 n48 p40, 1 Page(s)

ISSN: 0892-8118

Company Name: Extensis

Product Name: QX-Tools 2.0

Presents a favorable review of QX-Tools 2.0 (\$99.95), a QuarkXPress add-on package for the Macintosh from Extensis Corp. of Portland, OR (800, 503). Says that it includes precise interactive controls, a time-saver for complicated search functions, two-click copying of box attributes, and a floating palette with tabs for shadows, glows, bevels, and embosses. Adds that it allows users to create customized tool bars based on most-used commands. However, complains that it offers a poorly-organized manual, labels some icons cryptically, and clutters small screens with its palette. Concludes that "QX-Tools 2 should find its way into every XPress user's pocket," despite needed improvements. Rates four out of five. Includes one screen display and one report card. (dpm)

7/7/16 (Item 5 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00439141 96IW10-219

Lotus makes a fine client upgrade with cc:Mail 7

Kvitka, Andre

InfoWorld , October 21, 1996 , v18 n43 p93, 1 Page(s)

ISSN: 0199-6649

Company Name: Lotus Development

Product Name: cc:Mail

Presents a favorable review of cc:Mail 7 (\$55 per client), a Windows-based e-mail client program from Lotus Development Corp. of Mountain View, CA (800). Runs on Windows 95 and NT. Says it provides an easy upgrade path and offers a well-planned interface. Adds that it is easy to install, is extremely easy to use , has extensive client-based rules, comes with messaging API support, and offers message threading. However, says it lacks server-based rules as well as drop-down menus for administrators. Calls it a good update. Rates it four out of five. Includes a screen display, a chart, and a summary card. (dpm)

7/7/17 (Item 6 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00432318 96IW08-320

Navigator's familiar face hides major enhancements

Tweney, Dylan

InfoWorld , August 26, 1996 , v18 n35 p97, 1 Page(s)

ISSN: 0199-6649

Company Name: Netscape Communications

Product Name: Netscape Navigator

Presents a favorable review of Netscape Navigator v3.0 (\$49), a Web browser from Netscape Communications Corp. of Mountain View, CA (415). Runs on IBM PC compatibles with Windows 3.x, 95, or NT; on the Macintosh with the MacOS; or on Unix workstations. Indicates that Navigator continues its familiar interface, and it offers many multimedia enhancements

including audio and video players, integrated Virtual Reality Modeling Language support, a conferencing tool, and multimedia-enabled mail. Features include CoolTalk, which permits audioconferencing between sound-enabled PCs and has text-based chat and whiteboard tools for use on any PC. Notes that Navigator's new HTML tags allow greater control over text layout and increase the display options for tables and frames. However, complains that Navigator's user interface is hard to customize. Includes one screen display and a product summary. (jo)

7/7/18 (Item 7 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00397122 95MA09-001

Speed boosts on track for PCI-based Mac line: Apple upgrades due in early '96

Hess, Robert

MacWEEK , September 4, 1995 , v9 n35 p 1, 80, 2 Page(s)

ISSN: 0892-8118

Company Name: Apple Computer

Product Name: Macintosh

Reports that Apple Computer Inc. of Cupertino, CA will fulfill its promise to use the daughterboards of its PCI-based Macintosh units by offering CPU upgrades. Says the upgrades will increase the processor speeds of its host machines. Adds that it is nearly as expensive to purchase a logic board upgrade as it is to buy a new machine. Notes that Apple sells few upgrade boards. Also says some users find the upgrades attractive because it enables them to acquire additional computing power without having to ask for management approval to buy new machines. Includes a chart. (dpm)

7/7/19 (Item 8 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00387631 95PI06-007

Microsoft, keep out!

Raskin, Robin

PC Magazine , June 13, 1995 , v14 n11 p30, 1 Page(s)

ISSN: 0888-8507

Company Name: Microsoft

Product Name: Microsoft Windows 95

PIPELINE column discusses the on-line registration procedure of Microsoft for its upcoming Windows 95 software. Notes that beyond registering your copy of the program by modem, the number you dial is actually the Microsoft Network (MSN) on-line service. Secondly, explains that rather than one-way communication, MSN goes into your hard disk, takes your AUTOEXEC.BAT and CONFIG.SYS files, and asks permission to view information about your applications, which information is then stored in a customer database. Complains that this may constitute intrusion into the affairs of a customer, and at least could result in a customer receiving mass mailings based on her system profile, or be used to sell upgrades and product replacements on-line. The columnist concludes that she will remain anonymous to Microsoft for the time being. (jo)

7/7/20 (Item 9 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00268328 92PI02-125

Mosaic Print Server offers total control over networked printers -- Hot prospect

Torgan, Emerson Andrew

PC Magazine , February 25, 1992 , v11 n4 p59, 1 Page(s)

ISSN: 0888-8507

Company Name: Insight Development

Product Name: Mosaic Print Server

Announces the release of Mosaic Print Server (\$795), network printer management software from Insight Development Corp. of Emeryville, CA (800, 510). Says Mosaic Print Server lets networked printers accept print jobs from many applications, **offers** administrators **greater** printing **resource** control, given onscreen information on print jobs, and has an optional module for **tracking usage** of networked printers. Also says the program manages form, font, printers, and print jobs; and gives security in the form of **user** privilege assignments and access restrictions. Includes a photo. (tbc)

7/7/21 (Item 10 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00248325 91IW09-230

Roll Call upgrade adds third-party monitoring

Lee, Yvonne

InfoWorld , September 16, 1991 , v13 n37 p44, 1 Pages

ISSN: 0199-6649

Company Name: Racal InterLan

Product Name: Roll Call

Reports that Racal InterLan of Boxborough, MA (508) will announce at next month's Network World 91 Dallas Roll Call v. 2.0 (\$1,495), an upgrade to the network management system for LAN hardware. Says that the major enhancement of the software/hardware system is its capability to monitor the performance of third-party products; it allows management of all **user** PC adapter cards and those in NetWare servers; it **uses** the TCP/IP-based Simple Network Management Protocol; it has a Microsoft Windows interface and incorporates upcoming Windows 3.1 features; and the software **upgrade offers** more extensive Ethernet **monitoring statistics** and packet capturing. (jb)

7/7/22 (Item 11 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00143171 87IW05-313

3Com to offer clients 3Server upgrade for OS/2 applications

Flynn, Laurie

InfoWorld , May 25 1987 , v9 n21 p8, 1 Pages

ISSN: 0199-6649

Reports that 3Com will **offer** their **clients** the ability to **upgrade** their 3Server3 file server to a 80386-based file server to make **use** of OS/2 applications.

7/7/23 (Item 12 from file: 233)

DIALOG(R)File 233:Microcomputer Abstracts

(c) 1998 Information Today Incl. All rts. reserv.

00089545 8424129

Commodore's condos revisited

Steinfeld, Ed

Microcomputing , Apr 1984 , v8 n4 p100-102, 3 pages

ISSN: 0744-4567

Offers an **upgraded** version of Ed Steinfeld's rental analysis program for the Commodore 64. The program lets the **user track** property investments and can be **used** on any 40-column screen computer by changing the print statement.

7/7/24 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abstracts Online

(c) 1998 UMI. All rts. reserv.

01507924 ORDER NO: AAD96-32009

MANAGEMENT ALTERNATIVES AND TROUT ANGLER BENEFITS IN PENNSYLVANIA

Author: ANDREWS, THOMAS P.

Degree: PH.D.

Year: 1996

Corporate Source/Institution: TEMPLE UNIVERSITY (0225)

Adviser: GARY BOWMAN

Source: VOLUME 57/06-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2580. 123 PAGES

Trout fishing in Pennsylvania is a non-market good provided and managed by a state agency. In Pennsylvania, The Fish Commission uses revenues from license fees to conserve the resource and provide opportunities for recreation. The agency, however, lacks the information necessary to allocate resources efficiently. This research is designed to address this information gap by using observed behavior to estimate angler benefits and then measure the impact of stock enhancement and harvest restrictions on angler net benefits. The study **uses** data **collected** from a random survey of 1601 license holders in Pennsylvania in 1991 and contains detailed information on over 6000 trips. Two similar models are used to calculate exact **consumer** surplus measures. A nested logit framework models participation and site choice as a function of angler characteristics and site attributes. In the second framework, a count data-model of participation is appended to a nested logit model of site choice. While the first formulation offers a consistent utility theoretic framework throughout, the second provides a more realistic model of angler behavior. Both models are used to evaluate the change in benefits under three policy scenarios: 1995 policy, an increase in special regulations, and a decrease in stock **enhancement**. The model **offers** a comprehensive economic tool for evaluating the trout fishery in Pennsylvania.

7/7/25 (Item 2 from file: 35)

DIALOG(R)File 35:Dissertation Abstracts Online

(c) 1998 UMI. All rts. reserv.

01503186 ORDER NO: AAD96-31565

ASSET VALUES AND COST OF CAPITAL: IMPLICATIONS FOR CAPITAL STRUCTURE DECISIONS

Author: PULVINO, TODD CHRISTOPHER

Degree: PH.D.

Year: 1996

Corporate Source/Institution: HARVARD UNIVERSITY (0084)

Chairman: ANDREI SHLEIFER

Source: VOLUME 57/05-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2147. 165 PAGES

This thesis uses commercial aircraft transactions that occurred between 1978 and 1991 to examine relationships between "real" asset values, cost of capital, and capital structure decisions. The thesis consists of three primary sections. The first section examines effects of firms' financial conditions on proceeds generated from asset sales. Results presented in this chapter indicate that financially distressed airlines often **sell** aircraft at **discounts** to their fundamental values. **Discounts** are greatest during industry-wide recessions when competition among **buyers** for used aircraft is weak. Furthermore, a substantial increase in used aircraft buying **activity** by conservatively financed airlines is **observed** during depressed periods. These results suggest that the prospect of liquidating assets at fire-sale prices and the possibility of buying competitors' assets at discounted prices provide firms with incentives to maintain conservative capital structures. The second section of this thesis examines the effectiveness of bankruptcy court protection in reducing costs of financial distress associated with distressed asset sales. Evidence documented in this section indicates that while bankruptcy court protection may help distressed firms to avoid piecemeal liquidation, it does little to mitigate discounts associated with hurried asset sales. The third section examines the effectiveness of collateral in reducing the

cost of capital. Theoretically, the value of secured debt should never fall below the market value of the underlying assets. Analyses presented in this section show that even when collateral values far exceed the debt's face value, risk premiums average more than 300 basis points. Furthermore, creditors expect the value of their claims to be "written-down" by 24% to 36% in bankruptcy. These results suggest that, by making secured debt more expensive than it would otherwise be, bankruptcy courts' propensities to violate absolute priority affects managers' capital structure decisions.

7/7/26 (Item 3 from file: 35)

DIALOG(R)File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

01473513 ORDER NO: AADAA-I0576765

FACTORS DETERMINING THE DESIGN OF THE DECISION SUPPORT SYSTEMS FOR THE UNIVERSITIES IN THAILAND

Author: BOONBRAHM, SALIN

Degree: PH.D.

Year: 1995

Corporate Source/Institution: UNIVERSITY OF NEW SOUTH WALES (AUSTRALIA)
(0423)

Source: VOLUME 56/12-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 6854.

This thesis examines the factors involved in the design of a Decision Support System (DSS) for a Thai university. The work examines the proposition that developing a DSS for an Eastern culture may require methods that differ from those methods recommended in the Western literature.

The study covers using a prototype of a Thai University DSS (UDSS) for gathering **user** requirements for a DSS, understanding the concepts underlying such a support system, and testing the **user** -interface design. The selected data-modeling technique, Modified Object-Relationship, is used to represent the semantics of the data models for four UDSS applications.

One Thai university is selected as case study, acting as the representative of other government universities in determining the requirements for a UDSS. A questionnaire is **used** to **gather** information from the university managers. In addition, interviews, observation, and document review are also used to provide a better understanding of the university managers and university environment.

The indicators of a successful Thai UDSS are identified from the questionnaire. As well, the **users** ' characteristics and experience are examined as the foundation for the **user** -interface design. The prototypes provide the managers with tools for the expenditure-planning activity and the academic-resource planning activity implemented on Excel 4.0 and Wingz 1.1 respectively.

The data models representing the database structure for Academic Resource Planning, Extra -Promotion Guide, Tuition-Fee Planning, and Computer Support Planning applications are presented. The UDSS database that combined the data properties of each data type for every application is then presented.

The study recommends the database design technique and approach that should be appropriate for the university environment.

In this research, the prototype is limited to the DSS that is designed for the manager at one level, since the communication facilities are not yet established for the personal computers at the selected university.

The recommendations about the involvement of people during the UDSS development and implementation are also given.

7/7/27 (Item 4 from file: 35)

DIALOG(R)File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

01430968 ORDER NO: AADAA-I9532995

AGE DIFFERENCES IN CONSUMERS' PROCESSING STRATEGIES: AN INVESTIGATION OF MODERATING INFLUENCES

Author: YOON, YUNG-JIN CAROLYN

Degree: PH.D.

Year: 1995

(0066)

Co-chairpersons: JAMES R. BETTMAN; MARIAN C. MOORE

Source: VOLUME 56/05-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1888. 230 PAGES

An influential idea within cognitive aging is that older subjects have a processing deficit; that is, they simply have fewer processing resources available to process information (e.g., Craik, 1983; Craik and Jennings, 1992). Based on this notion, a conceptual framework was developed to better understand how age affects the use of processing strategies; and in particular, the extent to which older adults exhibit greater **use** of **schema-based** than detailed processing strategies relative to young adults. Within the proposed framework, a number of subject-related and external task factors that might influence the age differences in processing were identified. Effects of two marketing-relevant factors, incongruity of message items and optimal time of day were examined. Hypotheses were developed for how age, incongruity, and time of day might interact to moderate age-related processing differences. An experiment was designed and run to test the hypotheses. Young and older subjects were presented with a questionnaire containing a written description of a news program closely resembling that of ABC's "Nightline," followed by a series of questions. Questions of primary interest were those relating to recognition. Signal detection methodology was employed to analyze the recognition data. Recognition accuracy scores, assessed via subjects' ability to discriminate between message items and foils, were collected as an indicator of the type of processing strategy employed by subjects. Of greatest interest was the prediction having to do with how the nature of the message cue and optimal time of day might interact to stimulate greater use of a detailed processing strategy by older adults, and thereby reduce age-related processing differences. In general, results of the study were consistent with the hypotheses based on the conceptual framework. When **greater processing resources were made available** (operationalized in terms of varying combinations of message incongruity and time of day), the elderly appeared to be as accurate as young adults in discriminating between message items and foils. From the pattern of results, we inferred that older adults are, in certain conditions, able to engage in levels of detailed processing that are equivalent to those of young adults. Theoretical and practical implications are discussed.

7/7/28 (Item 5 from file: 35)

DIALOG(R)File 35:Dissertation Abstracts Online

(c) 1998 UMI. All rts. reserv.

01305357 ORDER NO: AAD93-22034

THE EFFECTS OF MARKETING OBJECTIVES ON SELLER AND BUYER'S PRICING STRATEGIES IN INTERNATIONAL COUNTERTRADE (COUNTERTRADE)

Author: PAUN, DOROTHY ANN

Degree: PH.D.

Year: 1993

Corporate Source/Institution: UNIVERSITY OF OREGON (0171)

Source: VOLUME 54/04-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1465. 195 PAGES

The increasing importance of world trade and the magnification of global competition require that firms employ innovative marketing strategies to maintain or increase market share, and many firms are using international countertrade as a competitive marketing tool. However, the complexity of international countertrade transactions, particularly in terms of selecting an appropriate pricing strategy, requires careful planning to avoid unnecessarily reducing firm performance. While there is increasing evidence that proper pricing is the primary determinant of the success of a countertrade transaction, the literature has largely ignored the key issue of pricing strategies in international countertrade transactions.

The first objective of this dissertation research was to address the existing gap in the literature in developing and testing a conceptual model of the influence of marketing objectives on seller and **buyer** 's pricing strategies in international countertrade. The hypothesized influence of twenty-four individual marketing objectives, twelve from the seller's perspective and twelve from the **buyer** 's perspective, on the selection of a specific pricing strategy, premium, going-rate, or discount, were examined. The second objective of this study was to gain a broader understanding of the overall process of pricing strategies in international countertrade in exploring the role of the form of countertrade on pricing strategies as well as the relationship between intrafirm selling and buying pricing strategies.

The data **collection** method **used** to examine the hypotheses was a mail survey. International data, representing firms in twenty-three countries, was collected from 108 respondents. Empirical results offer support for twenty of the twenty-four hypotheses at the 0.05 level of significance.

In depth interviews with nine countertrade practitioners suggested that the form of countertrade does not influence whether the firm would use a premium, going-rate, or **discount** pricing strategy, when considered from either the **selling** -side or the buying-side of the transaction. However, practitioners using offsets believed that intrafirm selling and buying pricing strategies were not related, due to time and third party participation, while practitioners using the other forms of countertrade believed that intrafirm pricing strategies were related in order to realize an optimal profit margin.

7/7/29 (Item 6 from file: 35)

DIALOG(R)File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

01259184 ORDER NO: AAD93-01505

OPTIMAL SELLING INSTITUTIONS (AUCTIONS, BARGAINING, POSTED PRICES)

Author: ARNOLD, MICHAEL ALAN

Degree: PH.D.

Year: 1992

Corporate Source/Institution: UNIVERSITY OF CALIFORNIA, LOS ANGELES (0031)

Co-chairs: STEVEN A. LIPPMAN; JOHN G. RILEY

Source: VOLUME 53/09-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 3320. 82 PAGES

The commonly **observed** **use** of more than one selling institution/mechanism within a market for a homogeneous product raises questions of when and why one institution or contractual arrangement is preferred over another. Given that the economic environment is characterized by imperfect information, the seller's choice of a selling institution entails determining the most effective means of eliciting market information in order to price discriminate and maximize profits. A plethora of institutions exist for achieving this goal: auctions, bargaining, and posted prices are three of the most common. This dissertation evaluates selling institutions employed in actual markets in order to explicate the seller's choice of a specific institution.

Chapter I investigates the seller's choice between sequential search and an auction in the presence of **discounting** and transaction costs when **selling** n homogeneous units of a good. Our analysis shows that the expected return per unit from sequential selling decreases in n . For the auction, the expected return per unit is increasing in n . Thus, sequential search is the preferred institution if n is small ($\$ < \n^*) whereas the auction is preferred if n is large ($\$ \geq \n^*). Our results explain and comport with empirical reality as evidenced by consideration of historical details of the evolution of livestock markets.

Chapter 2 constructs a model of imperfect information in order to predict when sellers will utilize posted prices or bargain. The key feature of our search model is the proportion of informed agents. Whereas imperfect information confers a degree of monopoly power on firms by enabling them to price discriminate, the firm's monopoly power atrophies--and the firm

responds by reducing its reservation price--as the proportion of informed **buyers** increases. Furthermore, if the proportion of informed **buyers** is sufficiently large, their success in policing the market will induce the seller to utilize a posted price. In accord with our analysis, we anticipate bargaining to be the norm in markets where most **buyers** are infrequent participants (so the proportion of informed **buyers** is relatively small). Interestingly, social welfare can decrease as the proportion of informed **buyers** increases.

7/7/30 (Item 7 from file: 35)
DIALOG(R)File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

01224226 ORDER NO: AAD92-19061

SENIOR DISCOUNTS: ATTITUDES AND USAGE PATTERNS (DISCOUNTS)

Author: OLSON, LOIS BITNER

Degree: D.B.A.

Year: 1992

Corporate Source/Institution: UNITED STATES INTERNATIONAL UNIVERSITY (0239)

Chairman: FREDERICK DOW

Source: VOLUME 53/02-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 559. 328 PAGES

The problem. The study was conducted to **identify** the demographic, attitudinal, and behavioral **patterns** of mature **consumers** ' use of the senior discount. It was also an objective to determine whether the senior **discount** was meeting **marketers** ' objectives of increasing profitability through increased loyalty and consumption generated by the **discount offer** to seniors.

The method. The study was performed on 588 seniors over age fifty-five through a mail survey. Respondents, with verified age and income categories, completed a self-administered instrument in which attitudinal, behavioral, and demographic data were collected.

Results. Twenty-five hypotheses were tested to identify who the primary **users** of the discount are and what their attitudes and behavioral patterns are in using the senior discount. Correlation, ANOVA, and regression tests were statistically significant at the .05 level.

The results indicate that most seniors use the discount but do not need it economically, and many seniors do not need it psychologically to make their purchase decisions. The discount contributes very little to building loyalty or increased consumption among seniors.

Two sub-segments within the mature market were identified. One segment, less than 45 percent of respondents, were identified to be price-sensitive, and to them the discount is a moderately relevant appeal. They would be disturbed if the discount were terminated and appear to be attracted to the depth of the **discount** more than to the firm **offering** the **discount**.

The majority segment of the **market** would prefer to have the firm offer them superior quality products and service and to respect them as valued shoppers than to have the senior **discount offer**. Since the **discount** is **offered** to all seniors, however, they accept and use the discount. To both sub-segments, value was a primary concern as they preferred to have firms offer them a solid price/quality trade-off as either a lower price with the discount or a fair price for good quality.

7/7/31 (Item 8 from file: 35)
DIALOG(R)File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

01197637 ORDER NO: AAD92-03240

AN ASSESSMENT OF THE JOB UPGRADE RETRAINING EDUCATION OFFERED BY THE COMMUNITY COLLEGES IN WASHINGTON STATE

Author: BORTON, NANCY MAY

Degree: ED.D.

Year: 1991

Corporate Source/Institution: UNIVERSITY OF WASHINGTON (0250)
Chairperson: ROBERT G. COPE
Source: VOLUME 52/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2786. 276 PAGES

Faced with global competition, accelerated technological changes, an unprecedentedly large trade deficit, downsizing of middle management, and a shrinking entry-level work force, businesses and industry are looking for cost-effective, world-class, quality training to retrain and upgrade their work force. The community colleges are a likely prospect for this task.

Based on the literature on adult education a Comprehensive Contextual Model was developed to study and analyze Job Upgrade Retraining (JRT) education. Using focus group research to obtain verbatim data, JRT education was assessed on three levels: the micro or individual level, the meso or organizational level, and the macro or societal level. Interactions between these levels were analyzed. JRT learner and business representative focus groups were interviewed in six sites representing the community colleges in Washington state. This information was triangulated with administrator interviews, other documents, and reports. Aspects of ethnography, grounded theory, and multiple case studies were **used** in the **collection** and analysis of the data.

Findings showed the community colleges, with a limited commitment to JRT, have been responsive, flexible in delivery and curriculum, experienced servers of diverse student populations, and providers of effective, economically priced education in subject fundamentals. Businesses and JRT students want community colleges, however, to become more entrepreneurial by focusing on and targeting **customer** needs. Colleges, to extend participation, must accelerate the development of educational services through incorporating fast decision-making and real-time information, emphasizing quality, and engaging in cooperative planning, informative exchange, and joint educational programs and ventures.

If the community colleges decide to alter and strengthen their commitment to JRT education, they will need to be concerned with managing interdependence, developing quality based on a **customer** focus, producing a communications network with vertical, horizontal, interorganizational, and team integration for the purpose of collapsing the time required for development of programs, services, and the improvement of outcomes. Rules, roles, and relationships; a common language and assumptions; identification of common factors in conflicting ideologies; and healthy reciprocal relationships need to be worked out. It is recommended further research be conducted on the use of information technology for managing interdependence of organizations and educational brokerage.

7/7/32 (Item 9 from file: 35)
DIALOG(R)File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

01145474 ORDER NO: AAD91-07116
COMPARATIVE ANALYSIS OF FACTORS RELATED TO THE SUCCESS OF U.S. EXPORT TRADING COMPANIES AND KOREAN GENERAL TRADING COMPANIES (UNITED STATES)

Author: HAN, KYUNGHO
Degree: D.B.A.
Year: 1990
Corporate Source/Institution: UNITED STATES INTERNATIONAL UNIVERSITY (0239)
Chairperson: FREDERICK R. KORF
Source: VOLUME 51/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 3459. 201 PAGES

The problem. The application of the concept of the general trading company has been tested throughout developing countries as well as in industrialized countries. This research assessed factors that may be associated with the annual growth rate of export sales of both Korean general trading companies and U.S. export trading companies. It also compared both types of trading companies, and **identified** similarities and significant differences.

Method. Questionnaires were **used** to **collect** data from the managers

of export divisions of companies. A total of 40 usable responses from Korean general trading companies and 27 from U.S. export trading companies were received.

Correlation analysis was used to describe the relationships of variables to one another. Student's t-tests were **used** to **detect** significant mean differences between the responses of managers of the two groups.

Results. For Korean general trading companies, most export services offered, most financial factors considered, the extent of use of computers, and the **client** 's previous experience of export showed significant positive associations with annual growth rate of export sales. Trade services for third countries, and number of different items exported showed significant negative associations.

For U.S. export trading companies, only a few items showed significant association with annual growth rate of export sales.

Virtually all the response means of Korean general trading companies showed that they **offered** a **greater** variety of **services** than did their U.S. counterparts. Almost all significant differences were in favor of the Korean general trading companies. Korean general trading companies had more favorable business environments than their U.S. counterparts, and showed significantly higher response means on virtually all the external financial source items than their U.S. counterparts. Financial support from both the Korean and the U.S. national governments was generally weak.

7/7/33 (Item 10 from file: 35)
DIALOG(R)File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

1074326 ORDER NO: AAD89-19312

ENROLLMENT ENHANCEMENT AT TWO-YEAR COLLEGES: HOW MARKETING CAN HELP BUILD AND MAINTAIN A STRONG FOUNDATION

Author: THORNTON, BERNARD TERRY

Degree: ED.D.

Year: 1989

Corporate Source/Institution: UNIVERSITY OF GEORGIA (0077)

DIRECTOR: D. PARKER YOUNG

Source: VOLUME 50/06-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1735. 131 PAGES

This study, using Darton College (formerly Albany Junior College) as a microcosm, was conducted to assess the needs of the college's seven-county service area along the demographic lines of sex, age, marital status, and county of residence. The task was to determine the degree of similarities or differences among these segments and to use this information for enrollment enhancement at the college.

A Community Needs Assessment survey was mailed to 3,785 households in the seven-county service area. One of every fifteen of the 56,783 households were randomly selected to receive this questionnaire. The topics explored in the survey instrument were awareness and satisfaction with college programs, services, and promotional efforts.

The data collected from the survey was tabulated into frequency and percentage distribution by demographic segments. The information was analyzed using a Chi-square test of significance to determine whether differences between segments was due to chance or whether it was due to **identifiable** elements. The .05 level of significance was **used** although the .10 level was also examined in some cases.

Results of the study indicate that Darton College is providing the community with the types of educational programs and services they desire. Certain demographic segments, however, are less aware of and less satisfied with particular programs and services. Blacks, single **persons**, and respondents under age 24 appear to be less aware of programs than their white, married, and older counterparts. They also are more interested in education as an employment tool rather than as a vehicle for self-improvement.

Overall, the results of this study provide Darton College with an opportunity to enhance its reputation with many segments of the community and to improve its service to other groups.

7/7/34 (Item 11 from file: 35)
DIALOG(R) File 35:Dissertation Abstracts Online
(c) 1998 UMI. All rts. reserv.

886298 ORDER NO: AAD85-14798

**A THEORY OF NEW PRODUCT UTILITY CONGRUENCE AND NEW PRODUCT SUCCESS
(CONJOINT ANALYSIS, ORGANIZATIONAL INTERFACE, DEVELOPMENT)**

Author: GILLPATRICK, THOMAS RUSSELL

Degree: PH.D.

Year: 1985

Corporate Source/Institution: UNIVERSITY OF OREGON (0171)

Source: VOLUME 46/05-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 1350. 196 PAGES

Peter Drucker (1974) has noted that the two most basic functions of management are innovation and marketing. The competitive environment in which managers must develop and market new products is becoming increasingly risky. Marketing researchers have reported that the major cause of new product failure is the inability of management to accurately anticipate the needs of the market, and to position that bundle of attributes which comprise a new product to the needs of the market.

This study develops and empirically tests a theory that describes how the convergence of the product attribute utilities of members of the new product design team and potential **customers** are related to measures of potential market satisfaction and antecedent organizational conditions. The theory hypothesizes that three managerially-controlled factors, the level of communication between members of the design team, the level of external communication with market sources, and the level of perceived organizational commitment to the new product, are related to the ability of design team members to predict **customer** product preferences. It was further hypothesized that the better members of the design team predict **customer product** utilities, the **greater** the potential exists for **market** satisfaction.

Survey methodology was **used** to **collect** product preferences of members of the marketing and engineering groups within three industrial, high technology electronics firms and their **customers**. Individual preferences (utilities) were measured using a conjoint analysis procedure. These utilities were examined for patterns of congruence between the marketing, engineering and **customer** groups. The three organizational background conditions were correlated with the level of utility congruence between members of the product design team and **customers**.

This research found systematic differences between the product preferences of members of the marketing and engineering functions. Also, these findings indicate the greater the utility congruence of design team members, the greater the likelihood the product preferences of the design team match those of **customers**. Additionally, this research indicates that three managerially-controllable organizational background conditions are positively related to the utility congruence of the design team with potential **customers**.

File 275:IAC(SM) Computer Database(TM) 1983-1998/May 04
 (c) 1998 Info Access Co
 File 674:Computer News Fulltext 1989-1998/Apr W4
 (c) 1998 IDG Communications
 File 16:IAC PROMT(R) 1972-1998/May 04
 (c) 1998 Information Access Co.
 File 15:ABI/INFORM(R) 1971-1998/Apr W4
 (c) 1998 UMI
 File 148:IAC Trade & Industry Database 1976-1998
 (c) 1998 Info Access Co
 File 636:IAC Newsletter DB(TM) 1987-1998/May 04
 (c) 1998 Information Access Co.
 File 624:McGraw-Hill Publications 1985-1998/Apr
 (c) 1998 McGraw-Hill Co. Inc
 File 9:Business & Industry(R) Jul 1994-1998/May 04
 (c) 1998 Resp. DB Svcs.
 File 88:IAC BUSINESS A.R.T.S. 1976-1998/May 04
 (c) 1998 Information Access Co.
 File 47:Magazine Database(TM) 1959-1998/May 04
 (c) 1998 Information Access Co.
 File 111:Natl.Newspaper Index(SM) 1979-1998/May 04
 (c) 1998 Info. Access Co.
 File 610:Business Wire 1986-1998/May 04
 (c) 1998 Business Wire
 File 635:Business Dateline(R) 1985-1998/Apr W4
 (c) 1998 UMI
 File 484:Periodical Abstracts Plustext 1986-1998/Apr W2
 (c) 1998 UMI
 File 647:CMP Computer Fulltext 1988-1998/Apr W1
 (c) 1998 CMP
 File 98:General Sci Abs/Full-Text 1984-1998/Mar
 (c) 1998 The HW Wilson Co.
 File 621:IAC New Prod.Annou.(R) 1985-1998/May 04
 (c) 1998 Information Access Co
 File 696:DIALOG Telecom. Newsletters 1995-1998/May 04
 (c) 1998 The Dialog Corp.

*Computer Industry
 full text files
 Dialog*

Set	Items	Description
S1	6660780	DETECT? OR IDENTIF?(NOT 2N)NUMBER? ? OR TRACK? OR MONITOR? OR COLLECT? OR GATHER? OR (BASED OR BASING) ()ON OR OBSERVE? OR OBSERVING
S2	552362	S1(5N) (USAGE? OR ACTIVITY OR INTERACTION OR USE OR USED OR USES OR STATISTIC? OR PATTERN? ?)
S3	36102	S2(5N) (CUSTOMER? OR CLIENT? ? OR USER? ? OR SUBSCRIBER? OR CONSUMER? OR BUYER? OR PERSON? ? OR PURCHASER? ?)
S4	186237	(OFFER? OR SELL??? OR SOLD OR PROMOT? OR MARKET??? OR CONT- ACT???) (5N) (UPGRAD? OR ENHANCEMENT? OR ACCESSOR? OR (ADDITION- AL OR EXTRA OR EXTENDED OR GREATER) (3N) (PRODUCT? OR SERVICE? - OR FUNCTIONALITY OR OPTION? ?))
S5	149	S3(S)S4
S6	115	RD (unique items)
S7	83	S6 NOT PD=>970224
S8	3081	S2 (S) (S4 OR TARGET?(2N) (MARKET??? OR CUSTOMER? ? OR SUBSC- RIBER? ? OR USER? ? OR CONSUMER? ?))
S9	398	S8(S) (TELEPHONE OR PHONE OR LONG()DISTANCE OR PDA OR (PERS- ONAL OR PRIVATE) (1W) (DIGITAL OR INFORMATION) (1W) (ASSISTANT? ? OR ORGANIZER? ? OR AIDE? OR DEVICE? ?) OR PID OR CELLPHONE?)
S10	303	S9 NOT PD=>970224
S11	2694	S2(S) (S4 OR TARGET?(2N) (MARKET??? OR CUSTOMER? ? OR SUBSCR- IBER? ?))
?		

?t s7/3,k/all

7/3,K/1 (Item 1 from file: 275)

DIALOG(R) File 275:IAC(SM) Computer Database(TM)
(c) 1998 Info Access Co. All rts. reserv.

01977901 SUPPLIER NUMBER: 18661919 (USE FORMAT 7 OR 9 FOR FULL TEXT)
THE NETWORK STATION TIES THAT BIND IBM TO NETWORK COMPUTING DEVICES.
Computergram International, n995, pCGN09100008
Sep 10, 1996
ISSN: 0268-716X LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1425 LINE COUNT: 00112

... The relationship between IBM and Network Computing is based on the assumption that IBM will make its Network Stations world wide products. IBM expects some **customers** to acquire **monitors** for **use** with the devices, while others will use monitors they already own. The potential market for Network Stations could be enormous if they are priced attractively...

...400 or other IBM hosts. A successful networkstation could detract from some of IBM's personal computer business, but it would far more often be **sold** as an **upgrade** to a 3270 rather than a downgrade of an intelligent client. And even if there is some impact on personal computer sales, IBM is only...

7/3,K/2 (Item 2 from file: 275)

DIALOG(R) File 275:IAC(SM) Computer Database(TM)
(c) 1998 Info Access Co. All rts. reserv.

01956952 SUPPLIER NUMBER: 18429710 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Network, Sun shine at Florida resort. (Boca Raton Resort and Club sets up 2 RS/6000 servers) (Product Information)
Haverson, Debra Sheer
MIDRANGE Systems, v9, n9, p14(2)
June 14, 1996
ISSN: 1041-8237 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1141 LINE COUNT: 00093

... based consulting firm Communications Technical Systems (CTS).
CTS helped the resort accomplish three goals: round-the-clock operation, fast system response, and the ability to **use** the information **gathered** more effectively in anticipating **customer** needs. "I think they now have an environment basically where there's no throwaway," said Mike Malone, VP of sales and **marketing** at CTS, after the **upgrade** was complete. "Everything they built -- from an applications standpoint and a systems standpoint -- they're going to be able to utilize in the future."
The...

7/3,K/3 (Item 3 from file: 275)

DIALOG(R) File 275:IAC(SM) Computer Database(TM)
(c) 1998 Info Access Co. All rts. reserv.

01857762 SUPPLIER NUMBER: 17497324 (USE FORMAT 7 OR 9 FOR FULL TEXT)
LAN tamers. (includes related articles on network management suites, Editors' Choice LANdesk Management Suite 2.01, and on testing methodology; also includes explanation of rating system) (overview article for five articles on five network management suites searchable under "LAN Tamers") (Software Review) (Evaluation)
Rigney, Steve
PC Magazine, v14, n20, p237(8)
Nov 21, 1995
DOCUMENT TYPE: Evaluation ISSN: 0888-8507 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4394 LINE COUNT: 00368

... management packages in this review, we targeted seven areas typical

of day-to-day network management: hardware and software inventory, software distribution, application metering, server **monitoring**, network traffic **statistics**, remote **client** control, and virus protection. To qualify as a suite solution, the software needed to supply four of these functions. We tested each suite's **services** and noted any **additional** add-on **products** the vendor **offered**. We also assessed the integration of the user interface and databases.

Our filter required that the product work with a NetWare 3.12 file server...

7/3,K/4 (Item 4 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)
(c) 1998 Info Access Co. All rts. reserv.

01801554 SUPPLIER NUMBER: 17108048 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Entry-level network management. (review of 12 small network management applications) (includes list of third-party NetWare LAN utility products) (Software Review) (Evaluation)

Bender, Steven L.

STACKS, v2, n11, p53(8)

Nov, 1994

DOCUMENT TYPE: Evaluation ISSN: 1070-8596 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 5394 LINE COUNT: 00469

... 2.x and 3.x and using Btrieve, Brightworks ensures compliance with software-metering functions for DOS and Windows applications and suites, including queueing of **users** until licenses are freed. It **monitors** application **usage** in real time; **offers** automatic, rule-based software **upgrades** and distribution; provides asset management of hardware and software; does virus detection and security functions; and provides software usage auditing reports.

Integrating Windows on a...

7/3,K/5 (Item 5 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)
(c) 1998 Info Access Co. All rts. reserv.

01464195 SUPPLIER NUMBER: 11624530 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CE Software's Tiles lays down QuickKeys macros. (icon graphics software) (includes related product summary) (Software Review) (Evaluation)

Michel, Steve

MacWEEK, v5, n42, p41(2)

Dec 10, 1991

DOCUMENT TYPE: Evaluation ISSN: 0892-8118 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 912 LINE COUNT: 00071

ABSTRACT: CE Software Inc's \$99.95 Tiles file management software **offers** a variety of operating system **enhancements** for Finder such as icon creation, QuickKeys macros and other utilities, but it is also slow, has bugs and may not be ideal for all **users**. Tiles can create and **gather** icons that are frequently **used** and allows **users** to decide whether double clicking opens a program or displays palettes. Users who need to open a few applications at once with a few corresponding...

7/3,K/6 (Item 6 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)
(c) 1998 Info Access Co. All rts. reserv.

01438101 SUPPLIER NUMBER: 10960804 (USE FORMAT 7 OR 9 FOR FULL TEXT)
LAN Auditor 2.0 boasts Windows look. (Horizons Technology Inc.) (product announcement)

Morrissey, Jane

PC Week, v8, n27, p43(2)

July 8, 1991

DOCUMENT TYPE: product announcement

ISSN: 0740-1604

LANGUAGE:

ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 455 LINE COUNT: 00036

ABSTRACT: Horizons Technology Inc introduces LAN Auditor 2.0, which **offers** several **enhancements** from the previous version. LAN Auditor now provides a true Windows and a Windows-like DOS interface as well as an expanded data-collection capacity. The product can poll for data in CONFIG.SYS and AUTOEXEC.BAT files and can **monitor** input devices in **use**. **Users** can also schedule LAN Auditor operations such as running the program at night so as not to impact users. Horizons has also revamped LAN Auditor...

7/3,K/7 (Item 7 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)

(c) 1998 Info Access Co. All rts. reserv.

01409342 SUPPLIER NUMBER: 11344269

Software upgrades are more complex than ever. (company-wide upgrades to new software releases)

Raths, David

InfoWorld, v13, n39, pS62(3)

Sept 30, 1991

ISSN: 0199-6649

LANGUAGE: ENGLISH

RECORD TYPE: ABSTRACT

...ABSTRACT: a network nevertheless raises legal issues related to a firm's software-licensing scheme. Network software is often licensed only for a fixed number of **users**; managers must **track** the **use** of specific applications and which are installed on which machines. The Microcomputer Managers Association is calling on the software industry to adopt a standard policy for concurrent licensing. Many managers prefer to wait until a new release has been on the **market** for some time before **upgrading**.

7/3,K/8 (Item 8 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)

(c) 1998 Info Access Co. All rts. reserv.

01369678 SUPPLIER NUMBER: 08780280 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Trailing the elusive data PBX. (includes related article on law firm)

Powell, Dave

Networking Management, v8, n8, p37(5)

August, 1990

ISSN: 1052-049X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3502 LINE COUNT: 00259

... going to see, if not an increase, at least a solid leveling off of the data PBX business."

I admit, all these bell-and-whistle **enhancements** sounded real good. But the **market** for plain old data PBXs still looked as cold and bleak as Venice Beach in January...its vendors taking The Big Leap like lemmings off the cliffs of declining demand. It wasn't pretty, but technological mass-extinction never is. You sort of get **used** to it, though, as a **detective** /journalist, but as a **user** looking for a simple, cost-effective data switch, it's got to be tough. Real tough.

Then I heard from this guy...Phil Fortman...a...

7/3,K/9 (Item 9 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)

(c) 1998 Info Access Co. All rts. reserv.

01335349 SUPPLIER NUMBER: 08129578

Computer recycling: exploring the options: alternative suits users with

• **low-end needs.**

St. Clair, Melanie

LAN Times, v7, n1, p25(1)

Jan, 1990

ISSN: 1040-5917

LANGUAGE: ENGLISH

RECORD TYPE: ABSTRACT

...ABSTRACT: the local area network market, where computer recycling was once mainly a matter of refurbishing network interface cards, several new companies are building a successful **marketing** strategy from liquidations, **upgrades** and referrals. Computer Recyclers **offers** a LAN trade-in program and a repair service. LANFIX specializes in LAN repairs and referrals. The Boston Computer Exchange continues to build a business **based** on establishing a database of **used** equipment and potential **buyers** and matching the two. Sun Remarketing Inc deals in discontinued Apple Computer products and also designs programs that enable purchasers, often smaller companies with minimal...

7/3,K/10 (Item 10 from file: 275)

DIALOG(R)File 275:IAC(SM) Computer Database(TM)

(c) 1998 Info Access Co. All rts. reserv.

01293241 SUPPLIER NUMBER: 07169154 (USE FORMAT 7 OR 9 FOR FULL TEXT)

EDI implementation: a case study. (electronic data interchange)

Payne, Robert A.

Journal of Systems Management, v40, n3, p14(7)

March, 1989

ISSN: 0022-4839

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3559 LINE COUNT: 00283

... Making EDI software available to the
trading partners
0 Providing customer service and installation
assistance
0 Training
9 Documentation

Also, the EDI network agreed to **identify** one **person** to coordinate **activity**. The hub and its trading partners planned to report any installation problems, telecommunications questions, software questions or suspected bugs, and **enhancement** requests to one **contact** person. In addition, this vendor project manager was to provide project advice and EDI consulting to the hub company. Software

Part of the decision on...

7/3,K/11 (Item 1 from file: 674)

DIALOG(R)File 674:Computer News Fulltext

(c) 1998 IDG Communications. All rts. reserv.

046847

Sprint offers price protection on resale

Byline: David Rohde

Journal: Network World Page Number: 17

Publication Date: September 18, 1995

Word Count: 571 Line Count: 54

Text:

... services through resellers do not have recourse to Sprint for billing and service problems, since, technically, they are customers of the reseller. Nevertheless, Sprint is **offering** certain **additional services** through the Resale Solutions program, such as CPE Fraud Detection service under which Sprint's security operation maintains on-line connections with **customer** premises equipment to **detect** unusual and possibly fraudulent calling **patterns**. In the meantime, the nation's largest reseller - Seattle-based Midcom Communications, Inc. - is planning to unveil a new service next month under which users...

7/3,K/12 (Item 2 from file: 674)
DIALOG(R)File 674:Computer News Fulltext
(c) 1998 IDG Communications. All rts. reserv.

042866

Digital 800 era arrives-so does a dilemma

Feature

**Advent of new services seen as boon for voice and data applications, but
you'll want to weigh first which carrier strategy fits your needs.**

Byline: Daniele Briere

Journal: Network World Page Number: 41

Publication Date: March 06, 1995

Word Count: 3544 Line Count: 315

Text:

...network management system. MCI says that such differentiation is coming this year. AT&T has integrated its formidable network management systems and reports that allow **users** to **track** data vs. voice **usage** over a digitally enabled 800 number. Network management reports that are typically associated with AT&T's standard 800 services are currently available and **offer** customers the **additional options** of differentiation between data and voice for any WorldWorx customer. PRICING ISSUES Depending on the application, price may not be that great a factor in...

7/3,K/13 (Item 1 from file: 16)
DIALOG(R)File 16:IAC PROMT(R)
(c) 1998 Information Access Co. All rts. reserv.

06638418 SUPPLIER NUMBER: 06644776

STATE ACTIVITIES--Opinion Research Corp.

Warren's Telecom Regulation Monitor Jan 20, 1997 p. N/A

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 267

... customer records, researchers said. Study concluded that "large majorities of the public believe it is acceptable for businesses to communicate to their own customers to **offer** them **additional services** ... especially if an opt-out procedure is provided. This is specifically true of local telephone companies' communicating with their customers through use of CPNI data." Study also found that "the public has strong confidence in local telephone companies to **use** the personal information they **collect** about **customers** in a responsible way" and "less than 10% of the public believe their local telephone company has ever released their information in an improper way..."

7/3,K/14 (Item 2 from file: 16)
DIALOG(R)File 16:IAC PROMT(R)
(c) 1998 Information Access Co. All rts. reserv.

06620116 SUPPLIER NUMBER: 06626467

TELEPHONY--Opinion Research Corp

Communications Daily Jan 14, 1997 p. N/A

ISSN: 0277-0679

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 266

... customer records, researchers said. Study concluded that "large majorities of the public believe it is acceptable for businesses to communicate to their own customers to **offer** them **additional services** ... especially if an opt-out procedure is provided. This is specifically true of local telephone companies' communicating with their customers through use of CPNI data." Study also found that "the public has strong confidence in local telephone companies to **use** the personal information they **collect** about **customers** in a responsible way" and "less than 10% of the public believe their local telephone company has ever released their information in an improper way..."

7/3,K/15 (Item 3 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

06566829 SUPPLIER NUMBER: 06566830

Spilling Out Of the Bath

HFN The Weekly Newspaper for the Home Furnishings Network Nov 25, 1996
p. 23

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 603

...steel, copper and aluminum styles,' she said. 'Cast polished aluminum is more expensive, but it has really taken off.'

Retailers said that while manufacturers who **offer** coordinate bath **accessory** programs that tie into bedding do well - such as Springs (particularly with its Liz at Home collection) and Croscill - the emphasis is on coordination, not 'matchy-match' **patterns**.

Retailers have **identified** one distinct trend: their **customers** want to do the decorating themselves and don't want to rely on manufacturers to duplicate the same pattern for bath accessories.

'We're seeing...

7/3,K/16 (Item 4 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

06565137 SUPPLIER NUMBER: 06565138

NSP to install wireless network meter reading system

Will consolidate its data collection by installing wireless network meter system

Electric Light & Power Nov, 1996 p. 23

ISSN: 0013-4120

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 469

... Inc., the company that will be providing NSP's new Network Meter Reading (NMR) service.

The new wireless data collection network will allow NSP to **gather** valuable energy **usage** information from **customers** in the Minneapolis/St. Paul metropolitan area. The data will help NSP determine which **additional** value-added **products** and services to **offer** its customers through full-scale network information services. 'An integrated automated energy services system allows us to better respond to our customers' energy needs and...

...Inc., the company that will be providing NSP's new Network Meter Reading (NMR) service.

The new wireless data collection network will allow NSP to **gather** valuable energy **usage** information from **customers** in the Minneapolis/St. Paul metropolitan area. The data will help NSP determine which **additional** value-added **products** and services to **offer** its customers through full-scale network information services. 'An integrated automated energy services system allows us to better respond to our customers' energy needs and...

7/3,K/17 (Item 5 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

06439875

Walk a Mile in Their Shoes

Wireless cos should perform a portfolio analysis of accounts in order to retain customers

Cellular Business Oct, 1996 p. x

ISSN: 0741-6520

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 1231

...as well as limits.

* Strengthen customer relationships by offering additional services

with minimal delay for the consumer.

'Wireless companies are mimicking this type of customer **marketing** by **offering** point-of-sale **upgrades** based on the bureau report. Bureau reports and scores are pulled to determine the risk of the consumer at point-of-sale. The **customer** service representative can **use** this tool further by **identifying** the **customers** that should receive the premier offer of products and services. Pricing plans and product upgrades can be adjusted based on the risk, or lack of...

7/3,K/18 (Item 6 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

06249230

Network, Sun Shine at Florida Resort

Midrange Systems June 14, 1996 p. 014

ISSN: 1041-8237

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 1055

...based consulting firm Communications Technical Systems (CTS).

CTS helped the resort accomplish three goals: round-the-clock operation, fast system response, and the ability to **use** the information **gathered** more effectively in anticipating **customer** needs. "I think they now have an environment basically where there's no throwaway," said Mike Malone, VP of sales and **marketing** at CTS, after the **upgrade** was complete. "Everything they built -- from an applications standpoint and a systems standpoint -- they're going to be able to utilize in the future."

The...

...based consulting firm Communications Technical Systems (CTS).

CTS helped the resort accomplish three goals: round-the-clock operation, fast system response, and the ability to **use** the information **gathered** more effectively in anticipating **customer** needs. "I think they now have an environment basically where there's no throwaway," said Mike Malone, VP of sales and **marketing** at CTS, after the **upgrade** was complete. "Everything they built -- from an applications standpoint and a systems standpoint -- they're going to be able to utilize in the future."

The...

7/3,K/19 (Item 7 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

06160658

ACNIELSEN STUDY SHEDS NEW LIGHT ON PURCHASING BEHAVIOR OF INTERNET USERS

PR Newswire May 2, 1996 p. 0502NYTH125

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 630

...the U.S. population and is statistically reliable at the national, regional, local (16 local markets) and account (over 150 individual retailer) levels.

ACNielsen also **offers** Consumer Panel **Services** in 15 **additional** countries around the world including Canada, Colombia, Finland, France, Germany, Great Britain, Greece, Hungary, Czech Republic, Poland, Italy, Mexico, Spain, South Africa and Australia. Consumer-based analytics are used to provide an understanding of basic **consumer** purchase behavior and brand **interaction**, **identify** key **customer** target groups, evaluate new product introductions and serve as the basis for category management studies.

For more information on the Internet study, write: ACNielsen Worldwide

...

7/3,K/20 (Item 8 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

05422727

TELEFONICA MOVILES OPTS FOR SMART CARD BY MICROELECTRONIC ESPANOLA

Chooses Smart Card developed by Microelectronica Espanola for its telephony network

Computergram International December 15, 1994 p. N/A

ISSN: 0268-716X

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 212

... capacity of chips. The chips provide 8Kb of Electrically Erasable Programmable ROM as opposed to 2Kb or 3Kb. This means they can store more numbers, **offering** greater message capacity and **additional** intelligent network **services**. The Smart Card provides access to the system independently of the terminal used; a personal identification number is entered and a coded subscriber number is...

... then communication is authorised. This process takes 625mS. The digital communication system means a higher level of security as it claimed to be impossible to **detect** and **use** fraudulently a **subscriber**'s number or to bug conversations. The card uses the M.MAR operating system for high-capacity chips, developed by Microelectronica Espanola.

...

7/3,K/21 (Item 9 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

05294511

HP INTRODUCES EMULATOR THAT SUPPORTS INTEL 80386DX MICROPROCESSOR

News Release October 4, 1994 p. N/A

... a special bond-out version of the processor, it can support all addressing modes. This capability facilitates code reuse, helps designers bring their product to **market** sooner and allows an easy **upgrade** path from 8-bit and 16-bit Intel processors. The emulator's unique memory architecture provides a core, dual-port emulation memory that can be **used** to **monitor** **user** variables with the background or foreground monitor. The user now has the flexibility to select the monitor type that best suits the target-system environment...

7/3,K/22 (Item 10 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

05117390

KNOCKING ON WOOD: Fashion goods open doors of opportunity for department store suppliers

Wood household suppliers turn to innovative product offerings

HFD June 6, 1994 p. 39

ISSN: 0162-9158

FULL TEXT AVAILABLE IN FORMAT 7 OR 9 WORD COUNT: 1821

...suppliers, Heritage Home, International China, Cornwall Designs and Selandia Designs are among those matching wood to other kitchen products.

Another benefit of coordination is extended **pattern** life, with many **consumers** **collecting** a design and outfitting an entire kitchen in that theme, said Andaas. The Heartland and Marmalade country designs, for example, each sport eight oak pieces, dinnerware and 18 ceramic **accessories**.

'If you **sell** dinnerware without **accessories**, its life may be only one-and-a-half to two years,' he added. 'Adding wood and accessories to a strong -seller, however, could expand...

7/3,K/23 (Item 11 from file: 16)

DIALOG(R)File 16:IAC PROMT(R)

(c) 1998 Information Access Co. All rts. reserv.

04026973

User can now get Net SatisFAXtion

Intel: To unveil Net SatisFAXtion Version 2.0 fax server software
Network World September 7, 1992 p. 17

... new Windows client called FAX-ability Plus for Windows. The Windows client permits users to transmit faxes via the print command in Windows applications. The **upgrade offers** Dual Tone Multi-Frequency support, permitting users to route faxes to individual network **users** by appending a push-button **identifier**. The **identifier** is **used** by the fax server to automatically route faxes to a certain user, eliminating the need for an administrator to distribute faxes and read cover sheets.

...

7/3,K/24 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/INFORM(R)

(c) 1998 UMI. All rts. reserv.

01318035

99-67431

Innovations in compost marketing

Alexander, Ron

BioCycle v37n10 PP: 36-39 Oct 1996

ISSN: 0276-5055 JRNL CODE: BIO

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM

WORD COUNT: 1525

...ABSTRACT: compost. These new feedstocks have often allowed for greater public acceptance and enable corporations to recycle more organic byproducts through composting. Integrating compost into mainstream **products** is allowing for **greater market** penetration. Through research and practical application, the industry has **identified** the preferred characteristics for compost **used** by particular end **users** for specific applications. An important segment which has continued to expand at a rapid pace is the homeowner market. Overall, the markets and value of...

7/3,K/25 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/INFORM(R)

(c) 1998 UMI. All rts. reserv.

01315140

99-64536

Walk a mile in their shoes

Hamby, Stephen W; Nacker, Michelle G

Cellular Business v13n10 PP: 60-62 Oct 1996

ISSN: 0741-6520 JRNL CODE: CLB

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 14720.00

WORD COUNT: 1253

...TEXT: as well as limits.

* Strengthen customer relationships by offering additional services with minimal delay for the consumer.

Wireless companies are mimicking this type of customer **marketing** by **offering** point-of-sale **upgrades** based on the bureau report. Bureau reports and scores are pulled to determine the risk of the consumer at point-of-sale. The **customer** service representative can **use** this tool further by **identifying** the **customers** that should receive the premier offer of products and services. Pricing plans and product upgrades can be adjusted based on the risk, or lack of...

7/3,K/26 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/INFORM(R)

(c) 1998 UMI. All rts. reserv.

01285950

99-35346

Marketing to the digital consumer

Kierzkowski, Alexa; McQuade, Shayne; Waitman, Robert; Zeisser, Michael
McKinsey Quarterly n2 PP: 180-183 1996
ISSN: 0047-5394 JRNL CODE: MCQ
AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM
WORD COUNT: 890

...TEXT: Internet-based service to allow customers to track the whereabouts of their packages (Exhibit A).

A second opportunity is to build relationships with on-line **consumers**. Interactive media can be **used** to **identify** attractive **users** or prospects (an automotive company can learn the names of interested car buyers and forward them to the closest dealer); it can enhance customer loyalty by providing **extra services**; and **marketers** can use what they learn about their consumers to cross-sell new products or services.

Third, marketers can use interactive media as a new channel...

7/3,K/27 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/INFORM(R)
(c) 1998 UMI. All rts. reserv.

01223000

98-72395

CDMA gets its day in the sun

Meyers, Jason
Telephony v230n21 PP: 8 May 20, 1996
ISSN: 0040-2656 JRNL CODE: TPH
AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 1108.00
WORD COUNT: 491

...TEXT: AirTouch will offer CDMA service under the Powerband name. No marketing effort will be undertaken initially; instead, the operator will hand-pick several hundred existing **customers** based on their usage **patterns** and offer them CDMA **upgrades**.

It's quite different from a retail launch," said Craig Farrill, vice president and chief technical officer of AirTouch Cellular. "This is much more of...

7/3,K/28 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/INFORM(R)
(c) 1998 UMI. All rts. reserv.

01015762

96-65155

What steps can lead to quality?

Simonsen, Clifford E
Security Management v39n4 PP: 108, 107 Apr 1995
ISSN: 0145-9406 JRNL CODE: SEM
AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 11161.00
WORD COUNT: 765

...ABSTRACT: a successful way to address this need. To effectively adopt TQM, the security manager must assess the needs and wants of its internal and external **customers**, develop simple **statistical tracking** techniques, seek continual improvement, and enlist the support of workers at every level. With a long-term commitment by the leadership, the effort can improve quality and **productivity** and **promote** **greater** job satisfaction for all employees.

...TEXT: to ensure the pilot program's success.

To effectively adopt TQM, the security manager must assess the needs and wants of its internal and external **customers**, develop simple **statistical tracking** techniques, seek continual improvement, and enlist the support of workers at every level. Results will not be immediate or easy. With a

long-term commitment by the leadership, however, the effort can improve quality and **productivity** and **promote** **greater** job satisfaction for all employees.

Clifford E. Simonsen, CPP, is the president of Criminology Consultants International located on Camano Island, Washington. He is ASIS Assistant...

7/3,K/29 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1998 UMI. All rts. reserv.

00848903

94-98295

The marketing game

Jondahl, Terri

Texas Banking v83n2 PP: 3, 12 Feb 1994

ISSN: 0885-6907 JRNL CODE: TXB

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 16367.01
WORD COUNT: 1297

...TEXT: seminars to businesses or consumers and/or hosting "focus group" workshops for small businesses to brainstorm about their common concerns.

Telemarketing is often useful in **marketing** **additional** **services** to existing **customers**. It is also possible to **use** telemarketing to **identify** and qualify potential new **clients** for bank products. Any "cold calling" program for new account prospects should be done in conjunction with a plan to follow up with an outside...

7/3,K/30 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1998 UMI. All rts. reserv.

00714046

93-63267

Lighting efficiency is high on utilities' agenda

Hazan, Earl

Transmission & Distribution v45n4 PP: 51-54 Apr 1993

ISSN: 0041-1280 JRNL CODE: TMD

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 12343.02
WORD COUNT: 1088

...TEXT: lighting systems. Converting from old, outmoded lighting to energy-efficient systems is the demand-side management by word. Utilities are promoting this effort by conducting **customer** audits to **identify** power **usages** that **offer** **upgrade** potential to the customer. Some utilities have added an incentive to convert to more energy-efficient lighting by offering rebates in electric bills to those...

7/3,K/31 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1998 UMI. All rts. reserv.

00704462

93-53683

Learning from the telcos

Feibelman, Alan V; Fox, Robert C Jr

Public Utilities Fortnightly v131n10 PP: 24-26 May 15, 1993

ISSN: 0033-3808 JRNL CODE: PUF

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 2256.00
WORD COUNT: 1873

...TEXT: from now, electric utilities' customer-service operations may closely resemble those of phone companies today. Organized around a central office or offices, electric utilities will **gather** information about **customers** **use**. Their access to the grid will be controlled from a central location, requiring far fewer trips to customers' residences. The integrity of lines will be...

... and few customer transactions will need to occur in person. Customer-service representatives will not just respond to customer inquiries; they will also try to **sell** the customer **additional services**

THE TELCO'S VIEW OF THE WORLD

The management philosophies underlying telephone companies' customer-service operations differ markedly from those supporting electric utilities. The following...

7/3,K/32 (Item 9 from file: 15)

DIALOG(R)File 15:ABI/INFORM(R)

(c) 1998 UMI. All rts. reserv.

00655541

93-04762

Information Systems: Hooking Up to the Network

Merriman, Dan

Cellular Business v9n12 PP: 18-21, 78-80 Nov 1992

ISSN: 0741-6520 JRNL CODE: CLB

AVAILABILITY: Fulltext online. Photocopy available from ABI/INFORM 14720.00

WORD COUNT: 2114

...TEXT: invaluable over the long-term by providing quick responses to the savvy perpetrators of fraud.

INCREASING MARKET PENETRATION

The ability of the cellular carriers to **monitor** the **usage** of **customers** in real-time enables them to increase their market penetration by offering services to customers who pose high credit risks, without exposing themselves to increased levels of bad debt. Prepaid billing and credit watch applications **monitor** a **subscriber**'s actual **use** in real-time, comparing it to a threshold amount that is either prepaid or provided on credit. When the subscriber's usage nears the threshold level, the carrier is notified to take action. The carrier's options include **contacting** the customer for **additional** payment or suspending **service**.

Large customer accounts that have multiple phones also find the information provided by credit watch applications to be useful. For example, the finance departments of...

7/3,K/33 (Item 10 from file: 15)

DIALOG(R)File 15:ABI/INFORM(R)

(c) 1998 UMI. All rts. reserv.

00530060

91-04404

Keep Track of Client Return Status with dBASE

Strom, Bruce

Computers in Accounting v7n1 PP: 22-31 Jan 1991

ISSN: 0883-1866 JRNL CODE: CIA

AVAILABILITY: Photocopy available from ABI/INFORM 16340.00

ABSTRACT: Accountants can **use** a **client tracking** system to **track** the progress of their engagements and organize client tax returns. One version, the dBASE III+, can be improved by using FoxPro, a dBASE compiler that...

...as many clients, engagements, or job types as necessary. The program and data files are compact and should not consume much space. The FoxPro version **offers enhancements** that include windowing capabilities, better pull-down menus, more complete error-checking, validation during data entry, and user-defined functions. The limitations of the dBASE...

7/3,K/34 (Item 1 from file: 148)

DIALOG(R)File 148:IAC Trade & Industry Database

(c) 1998 Info Access Co. All rts. reserv.

09650892 SUPPLIER NUMBER: 18886251 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Spilling out of the bath; accessories boom, and price is no object.

Johnson, Sarah

HFN The Weekly Newspaper for the Home Furnishing Network, v70, n48, p23(3)

Nov 25, 1996

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 634 LINE COUNT: 00054

... steel, copper and aluminum styles," she said. "Cast polished aluminum is more expensive, but it has really taken off."

Retailers said that while manufacturers who **offer** coordinate bath **accessory** programs that tie into bedding do well -- such as Springs (particularly with its Liz at Home collection) and Croscill -- the emphasis is on coordination, not "matchy-match" **patterns**.

Retailers have **identified** one distinct trend: their **customers** want to do the decorating themselves and don't want to rely on manufacturers to duplicate the same pattern for bath accessories.

"We're seeing..."

7/3,K/35 (Item 2 from file: 148)

DIALOG(R) File 148:IAC Trade & Industry Database

(c) 1998 Info Access Co. All rts. reserv.

09232848 SUPPLIER NUMBER: 19028282 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Opinion Research Corp. study, sponsored by Pacific Telesis. (shows customers do not object to telephone companies reviewing records for sales purposes) (Telephony)

Communications Daily, v17, n9, p9(1)

Jan 14, 1997

ISSN: 0277-0679 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 280 LINE COUNT: 00026

TEXT:

...customer records, researchers said. Study concluded that "large majorities of the public believe it is acceptable for businesses to communicate to their own customers to **offer** them **additional services** ... especially if an opt-out procedure is provided. This is specifically true of local telephone companies' communicating with their customers through use of CPNI data." Study also found that "the public has strong confidence in local telephone companies to **use** the personal information they **collect** about **customers** in a responsible way" and "less than 10% of the public believe their local telephone company has ever released their information in an improper way..."

7/3,K/36 (Item 3 from file: 148)

DIALOG(R) File 148:IAC Trade & Industry Database

(c) 1998 Info Access Co. All rts. reserv.

09149568 SUPPLIER NUMBER: 18883217 (USE FORMAT 7 OR 9 FOR FULL TEXT)

NSP to install wireless network meter reading system. (Northern States Power Inc. St. Paul) (Metering Technology)

Hansen, Teresa

Electric Light & Power, v74, n11, p23(1)

Nov, 1996

ISSN: 0013-4120 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 512 LINE COUNT: 00045

The new wireless data collection network will allow NSP to **gather** valuable energy **usage** information from **customers** in the Minneapolis/St. Paul metropolitan area. The data will help NSP determine which **additional** value-added **products** and services to **offer** its customers through full-scale network information services. "An integrated automated energy services system allows us to better respond to our customers, energy needs and..."

7/3,K/37 (Item 4 from file: 148)
DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

08108865 SUPPLIER NUMBER: 17351499 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Point of sale systems reaching larger market.
Chin, david
Computer Dealer News, v11, n14, p54(2)
July 12, 1995
ISSN: 1184-2369 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1365 LINE COUNT: 00108

... not only a point-of-sale tool," Hollis said "It becomes a powerful marketing tool." Software resellers could also take advantage of client databases to **promote** product **upgrades** or other applications that the **customer** might find attractive or useful **based on** past buying **patterns**, he added.

"(POS) is an ideal product line for VARs to sell because the margins are still high," said Jim Estill, president of EMJ. He...

7/3,K/38 (Item 5 from file: 148)
DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

08019891 SUPPLIER NUMBER: 17336900 (USE FORMAT 7 OR 9 FOR FULL TEXT)
SUN HELP DESK SYSTEM IMPLEMENTATION SERVICE ENHANCEMENTS ANNOUNCED BY SUNSERVICE.
Business Wire, p7250010
July 25, 1995
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 649 LINE COUNT: 00069

TEXT:

...VIEW, Calif.--(BUSINESS WIRE)--July 25, 1995--The SunService division of Sun Microsystems, Inc. today revealed new Sun(TM) Help Desk System Implementation Service(SM) **enhancements** to its help desk software **offering**. **Enhancements** include: the addition of PC **clients**; a simple and easy to **use** escalations window; improvements in licensing **tracking**; and additional tools and options for more flexible system administration. As part of the enhancement Sun CallTracker(TM), the automated help desk management system, has...

7/3,K/39 (Item 6 from file: 148)
DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

08018585 SUPPLIER NUMBER: 17333148 (USE FORMAT 7 OR 9 FOR FULL TEXT)
BMC Software's DATA ACCELERATOR Increases Performance Up to 80 Percent for VSAM and Non-VSAM Environments; Product Signals Continued Focus on Enterprise-wide Performance for Both Bi-Polar and Parallel Processing MVS Environments.
Business Wire, p7240220
July 24, 1995
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 644 LINE COUNT: 00067

... effectively completing batch processing and continuously shrinking batch windows.

DATA ACCELERATOR reduces batch elapsed times up to 60 percent for I/O intensive applications and **offers** additional performance **enhancements** for online transaction processing systems. The product also reduces I/Os up to 80 percent for VSAM data sets, and up to 90 percent for...

...Job Control Language) or program changes and transparently improves

access to VSAM and non-VSAM data sets without requiring time- and resource-consuming I/O **monitoring**, **statistical** analysis or **user** intervention.

Another important feature of DATA ACCELERATOR is its ability, via an optional data compression component, to offer reduced physical storage requirements. This provides BMC...

7/3,K/40 (Item 7 from file: 148)

DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

08001955 SUPPLIER NUMBER: 17261414 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CEO out to make Fleet unit the profitability king. (Gerry Baker, chief executive officer of Fleet Mortgage Group)
Ratner, Juliana
American Banker, v160, n134, p8(1)
July 14, 1995
ISSN: 0002-7561 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1130 LINE COUNT: 00090

...ABSTRACT: of Fleet Mortgage Group Inc., hopes to make his company very profitable rather than very large. A marketing specialist, Baker plans to increase profitability by **selling additional products** and banking **services** to the company's current **customers**. Computer technology will be **used to identify** the needs and preferences of the bank's client base.

7/3,K/41 (Item 8 from file: 148)

DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

07702398 SUPPLIER NUMBER: 16569399 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Recycled water to relieve droughts.
Billings, Clayton H.
Public Works, v126, n2, p74(2)
Feb, 1995
ISSN: 0033-3840 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 871 LINE COUNT: 00070

TEXT:

...recycled water are being studied, including groundwater recharge and export outside the service area. San Jose conducted limited test marketing of recycled water to potential **customers identified** through the market assessment. Methods **used** included an information mailer with a response card sent to all potential customers, a limited telephone survey of 49 potential customers, and on-site interviews...

...Respondents in each of the three surveys showed interest. However, they had concerns regarding cost, water quality, health, management, monitoring, and reporting issues. The test **marketing** results suggest the need for **additional** public education and **product marketing** to introduce recycled water into the marketplace.

7/3,K/42 (Item 9 from file: 148)

DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

07298476 SUPPLIER NUMBER: 15505147 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Knocking on wood: fashion goods open doors of opportunity for department store suppliers. (wooden housewares)
Stankevich, Debby Garbato
HFD-The Weekly Home Furnishings Newspaper, v68, n23, p39(3)
June 6, 1994
ISSN: 0746-7885 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1937 LINE COUNT: 00157

.... suppliers, Heritage Home, International China, Cornwall Designs and Selandia Designs are among those matching wood to other kitchen products.

Another benefit of coordination is extended **pattern** life, with many **consumers collecting** a design and outfitting an entire kitchen in that theme, said Andaas. The Heartland and Marmalade country designs, for example, each sport eight oak pieces, dinnerware and 18 ceramic **accessories**.

"If you **sell** dinnerware without **accessories**, its life may be only one-and-a-half to two years," he added. "Adding wood and accessories to a strong-seller, however, could expand..."

7/3,K/43 (Item 10 from file: 148)
DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

07218695 SUPPLIER NUMBER: 14987654 (USE FORMAT 7 OR 9 FOR FULL TEXT)
DELL INTRODUCES MORE POWERFUL, FASTER DESKTOPS BASED ON NEXT-GENERATION INTEL PROCESSORS

PR Newswire, p0411NE008

April 11, 1994

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1627 LINE COUNT: 00137

... as \$300.

"There's been much discussion lately about Pentium versus RISC-based processors," said Eric Harslem, senior vice president of Dell's product group. "**Based on our constant interaction with our customers**, we believe these systems, which incorporate the latest technologies from Intel, are exactly what the vast majority of the PC market is looking for today and into the future -- advanced processing power, outstanding price/performance, industry-standard compatibility and **upgradeability**."

TOTALLY REFRESHED DELL DIMENSION LINE

Offering advanced technologies at an attractive price is the hallmark of Dell's award-winning Dimension XPS line. The improvements announced today include even faster graphics...

7/3,K/44 (Item 11 from file: 148)
DIALOG(R)File 148:IAC Trade & Industry Database
(c) 1998 Info Access Co. All rts. reserv.

05583048 SUPPLIER NUMBER: 11754295 (USE FORMAT 7 OR 9 FOR FULL TEXT)
General/loyalty. (Special Section: The British Direct Marketing Association Royal Mail Direct Marketing Awards 1991)

Marketing, pS42(1)

Dec 19, 1991

ISSN: 0025-3650 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 346 LINE COUNT: 00028

... subsequent offer packs at four-month intervals. Car repurchase intentions are collated and the dealer is notified through a sales-lead pack.

Lifestyle and product **usage** data is **collected** on **customer** order forms. Information such as insurance renewal date generates an insurance pack offer. The in-car file packs help motorists during work or social life, make the most of planned journeys and provide ideas for days out. Leisurewear and **accessories** **promotions** increase showroom traffic and retail shop sales.

"We felt the programme was very much customer-led, giving information that is beautifully presented and appropriate," said...

7/3,K/45 (Item 1 from file: 636)
DIALOG(R)File 636:IAC Newsletter DB(TM)
(c) 1998 Information Access Co. All rts. reserv.

03174003

NIELSEN: ACNielsen study sheds new light on purchasing behaviour of Internet users

M2 Presswire May 9, 1996
WORD COUNT: 601
PUBLISHER: M2 Communications

...U.S. population and is statistically reliable at the national, regional, local (16 local markets) and account (over 150 individual retailer) levels.

AC Nielsen also **offers** Consumer Panel **Services** in 15 **additional** countries around the world including Canada, Colombia, Finland, France, Germany, Great Britain, Greece, Hungary, Czech Republic, Poland, Italy, Mexico, Spain, South Africa and Australia. Consumer-based analytics are used to provide an understanding of basic **consumer** purchase behaviour and **brand interaction**, **identify** key **customer** target groups, evaluate new product introductions and serve as the basis for category management studies.

AC Nielsen is the recognized global leader in providing business...

7/3,K/46 (Item 2 from file: 636)
DIALOG(R)File 636:IAC Newsletter DB(TM)
(c) 1998 Information Access Co. All rts. reserv.

02856184

DATA MANAGEMENT: BMC SOFTWARE'S DATA ACCELERATOR INCREASES PERFORMANCE UP TO 80 PERCENT FOR VSAM & NON-VSAM ENVIRONMENTS; FOCUS ON ENTERPRISE-WIDE PERFORMANCE FOR BOTH BI-POLAR & PARALLEL PROCESSING MVS ENVIRONMENTS

Edge: Work-Group Computing Report July 31, 1995 V. 6 NO. 271
WORD COUNT: 584
PUBLISHER: Edge Publishing

...effectively completing batch processing and continuously shrinking batch windows.

DATA ACCELERATOR reduces batch elapsed times up to 60 percent for I/O intensive applications and **offers** additional performance **enhancements** for online transaction processing systems. The product also reduces I/Os up to 80 percent for VSAM data sets, and up to 90 percent for...

... Job Control Language) or program changes and transparently improves access to VSAM and non-VSAM data sets without requiring time- and resource-consuming I/O **monitoring**, **statistical** analysis or **user** intervention.

Another important feature of DATA ACCELERATOR is its ability, via an optional data compression component, to offer reduced physical storage requirements. This provides BMC...

7/3,K/47 (Item 3 from file: 636)
DIALOG(R)File 636:IAC Newsletter DB(TM)
(c) 1998 Information Access Co. All rts. reserv.

02316295

PRODIGY, ESPN PLAN INTEGRATED INTERACTIVE SPORTS NETWORK

Information & Interactive Services Report April 8, 1994 V. 15 NO.

7
WORD COUNT: 797
PUBLISHER: BRP Publications

... extra charge to access ESPNET's basic services, although like the rest of Prodigy, bulletin board service will cost \$3.60 per hour. ESPN is **offering** an **additional** added-fee **service** for rotisserie baseball leagues called Player Track, which will allow **users** to **track** the **statistics** of up to 50 baseball players. Prices for this service, similar to Microsoft Corp.'s Complete Baseball CD-ROM/online product, have not been

set...

7/3,K/48 (Item 4 from file: 636)
DIALOG(R)File 636:IAC Newsletter DB(TM)
(c) 1998 Information Access Co. All rts. reserv.

02282922

INDUSTRY NEWS: AT&T

Telecommunications Reports February 21, 1994 V. 60 NO. 8
WORD COUNT: 93
PUBLISHER: BRP Publications

... by mail or fax. Previously, the reports were delivered electronically, requiring the use of AT&T software. AT&T said that the reports detail each customer's "business calling patterns" and can be used to detect toll fraud or for marketing purposes. AT&T also announced plans to enhance its "Accunet" Bandwidth Management **Service - Extended**, "a network management offering", by including "supervisory data link changes, new routing controls, and other facility information upgrades"...

Copyright 1994 BRP Publications

...

7/3,K/49 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 1998 UMI. All rts. reserv.

0485771 94-39655

Dell introduces more powerful, faster desktops based on next-generation Intel processors

Leonard, Kellie
PR Newswire (New York, NY, US) s1 p1
PUBL DATE: 940411
DATELINE: Austin, TX, US WORD COUNT: 1,425

TEXT:

...as \$300.

"There's been much discussion lately about Pentium versus RISC-based processors," said Eric Harslem, senior vice president of Dell's product group. "Based on our constant interaction with our customers, we believe these systems, which incorporate the latest technologies from Intel, are exactly what the vast majority of the PC market is looking for today and into the future -- advanced processing power, outstanding price/performance, industry-standard compatibility and **upgradeability**."

TOTALLY REFRESHED DELL DIMENSION LINE

Offering advanced technologies at an attractive price is the hallmark of Dell's award-winning Dimension XPS line. The improvements announced today include even faster graphics...

7/3,K/50 (Item 2 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 1998 UMI. All rts. reserv.

0326767 92-75927

AST Research Announces First 386SL Notebook Computer With Breakthrough Technology

Manning, Megan
Business Wire (San Francisco, CA, US) s1 p1
PUBL DATE: 920921
DATELINE: Irvine, CA, US WORD COUNT: 2,476

TEXT:

...is a complete notebook solution with upgradeability and intelligence built in to protect the end user's investment," said Dan Sheppard, director of portable systems marketing .

FIRST NOTEBOOK TO OFFER UPGRADEABILITY TO 3 VOLT 32-BIT 486 PROCESSOR AND ACTIVE MATRIX COLOR DISPLAYS

PowerExec represents a new generation of notebook computers. The system's processor board...

...with the system turned on in the suspend mode, without losing any data.

THE FIRST NOTEBOOK TO CONSERVE BATTERY LIFE BY LEARNING AND ADAPTING TO USER 'S WORK HABITS

The PowerExec uses heuristic algorithms to monitor the user's work habits to learn when to power-off idle peripherals, conserving battery life. Whenever

7/3,K/51 (Item 3 from file: 635)
DIALOG(R) File 635:Business Dateline(R)
(c) 1998 UMI. All rts. reserv.

0012022 86-02702

Delivery Services, Couriers Compete for Growing Market

Broyles, Scott

Washington Business Journal (McLean, VA, US), v4 n41 s1 p16

PUBL DATE: 860224

DATELINE: Washington, DC, US WORD COUNT: 1,051

TEXT:

...discounts. The corporate shippers have become astute and are playing one courier against another."

Snider says one approach to combat the growing pressure is to offer "non-pricing enhancements," or offering high volume shippers computer time for printing air billing, in addition to package metering and monitoring shipping activity for the customer throughout the shipping process.

"It's very important for us to keep our costs down," Snider says. "Fuel prices coming down is a small, but..."

7/3,K/52 (Item 1 from file: 621)
DIALOG(R) File 621:IAC New Prod.Annou. (R)
(c) 1998 Information Access Co. All rts. reserv.

00736307

00736745

BMC Software now shipping the industry's broadest offering of middleware management products.

Business Wire

DATELINE: HOUSTON Feb 18, 1997 WORD COUNT: 1083

...gives our customers more than simply the ability to monitor their middleware - we provide customers with enhanced management functionality for their middleware layer and offer customers scalability, extensibility, proactive control, performance tracking and historical statistics ."

BMC Software Responds to Exploding Middleware Market

As companies continue to use middleware layers to develop mission-critical applications, the need for software solutions to...

...Software has focused its initial middleware support on key middleware products, including MQSeries, MS Exchange, TUXEDO, DCE, Transaction Server and Lotus Notes. "As the middleware **market** expands and **additional** middleware **products** are developed, BMC Software will continue to respond to the needs of its customers with new management solutions for the middleware layer," according to Morris...

7/3,K/53 (Item 2 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00704454

00704454

Decisive Technology Ships Web and E-mail Survey Software

PR Newswire
DATELINE: MOUNTAIN VIEW, Calif. Dec 3, 1996 WORD COUNT: 696

...analyzing 5,000 and 10,000 responses are available at \$1,494 and \$2,494 respectively.

Decisive Survey 2.0

Decisive Survey 2.0, an **upgrade** to the **market** leading e-mail survey software Decisive Survey 1.1, adds web surveying capability, as well as new features such as the option of conducting surveys...

...decisive.com.

Applications of Decisive Survey 2.0 and Decisive Feedback 2.0 include measuring employee and customer satisfaction, qualifying sales prospects, surveying field engineers, **monitoring** website effectiveness, examining buying **patterns** and soliciting **customer** feedback on products and services.

System Requirements

Hardware requirements include: Microsoft Windows 3.x, Windows 95 or Windows NT; 486/33 or faster CPU with...

7/3,K/54 (Item 3 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00689349

00689349

Lotus Advances Leadership Position in the Web Application Server Market

PR Newswire
DATELINE: CAMBRIDGE, Mass. Oct 30, 1996 WORD COUNT: 1269

...leading servers for messaging, groupware and interactive Web applications. Lotus Domino 4.5, introduced in beta testing as the Lotus Notes 4.5 server, will **offer** a broad range of functional **enhancements** for Web site creation, standards-based messaging, and calendaring and scheduling. The company also announced Domino Advanced Services, a server option that enhances the power...

...or
partitioned to host two separate Web sites or multiple Domino

applications within a company. This flexibility can greatly reduce the overall cost of ownership.

Usage tracking and billing allows **customers** to **track**, compile and analyze system **usage**. With in-depth **tracking** and reporting, administrators can monitor trends, conduct more efficient resource planning and deployment, and determine whether a particular application or server could benefit from clustering...

7/3,K/55 (Item 4 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00674541

00674541

Computer City Hosts Fifth Anniversary Celebration.

Business Wire

DATELINE: FORT WORTH, Texas Oct 1, 1996 WORD COUNT: 809

...virus scan, hard drive surface scan and defragmentation, and simple memory maximization. Floppy drives will be cleaned and the inside of the CPU case vacuumed. **Based on customer** needs and **usage**, recommendations for upgrades will be made.

-- All Systems Go -- If requested, Computer City personnel will unpack and connect a new computer, monitor and printer for...

...Computer City provides project coordination, product distribution and program management services to businesses of all sizes.

Computer City and EDS have formed an alliance to **offer additional services** to corporate customers, including immediate pricing and availability estimates. EDS will provide logistics management for the company, enabling the installation of an order management system...

7/3,K/56 (Item 5 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00649015

00649015

OPSEC AND ALPHA DOT SYSTEMS ANNOUNCE LICENSE AGREEMENT AND THEIR JOINT CAMPAIGN TO SELL MICRODOT 'TAGGANTS' TO EXPLOSIVES INDUSTRY

PR Newswire

DATELINE: DENVER August 1, 1996 WORD COUNT: 303

...into labels on major brand name apparel items to combat counterfeiting and "grey" market re-distribution. Alpha Dot is currently developing a line of home **use** products trademarked "**Identify America**" that will allow the **consumer** to "track" and "identify" their valuables with microdots. Jaguar in England marks car parts on line now with Alpha Dot's products.

OpSec is planning...

...Properties which will be attached to all Super Bowl XXXI official products. OpSec's holographic imaging and dimensional printing technologies are also used in product **promotion**, point of sale, and packaging **enhancement market** segments.

OpSec's corporate offices are located in Denver, Colorado.

-0-

8/1/96

/CONTACT: Catherine M. Gotwalt, Corporate Secretary of Optical

Security Group, 303...

7/3,K/57 (Item 6 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00641945

00641945

**GOLDMINE 3.2 FOR WINDOWS 95 AND WINDOWS NT 4.0 UPGRADE FEATURES NEW
INTERNET WEB IMPORT AND SEAMLESS ACT! IMPORT**

PR Newswire
DATELINE: PACIFIC PALISADES, Calif. July 19, 1996 WORD COUNT: 1812

...begin shipping Q3 1996.
Current GoldMine 3.0 for Windows 95 users may download the upgrade free of charge. Users of competitive PIMs, scheduling or **contact** management programs may **upgrade** between Aug. 1, 1996 and Oct. 31, 1996 for \$99.

According to Jon V. Ferrara, executive vice, president, GoldMine 3.2 for Windows 95 is...

...easy personnel management. Like a physical peg board, users can view who's in and who's out at a glance. The log also graphically **tracks** **user** mouse and keyboard **activity** during the GoldMine session. The Peg Board is in a tabbed folder within the GoldMine calendar. Improved Calendar

GoldMine 3.2 for Windows 95 offers...

7/3,K/58 (Item 7 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00632385

00632385

SUNEXPRESS LAUNCHES SUNPLAZA FOR INTERNET BUSINESS

PR Newswire
DATELINE: CHELMSFORD, Mass. June 24, 1996 WORD COUNT: 1000

...doing business easier, more informative and more efficient than ever.

A recent survey conducted by an independent market research firm concluded that 73 percent of SunExpress **customers** in North America **use** the Internet to **gather** information about computer products and services. Many already turn to the SunExpress Internet site for the most accurate information available on Sun* aftermarket products. Now...

...collect credit card or purchase order information as well as verify billing and shipping information.

Future Enhancements to SunPlaza
Later this year, SunExpress plans to **offer** **enhancements** such as electronic software distribution; a product configurator allowing customers to enter information about their computing environment and system requirements, then receive suggestions instantly on...

7/3,K/59 (Item 8 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00619516

00619516

NAVISION Financials 1.10 To Be Delivered June 17, NAVISION 3.55 Available May 24.

Business Wire

DATELINE: BALTIMORE May 20, 1996 WORD COUNT: 727

...for organizations that need a new generation of company-wide information systems because we have the most sophisticated technology and functionality available today."

The release **upgrade** also **offers** a range of new accounting granules, as well as new features in C/SIDE, a fully object oriented tool enabling developers to customize the software...

...a worldwide network of

Navision Solution Centers staffed with certified professionals dedicated to providing customized solutions, training, support and service. Pricing for both packages is **based on** a scaleable, **usage** -based model that enables **customers** to purchase only the features and system capacity they actually use. The Navision solutions are built and sold to meet individual client's needs through...

7/3,K/60 (Item 9 from file: 621)

DIALOG(R)File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00596815

00596815

3Com Introduces High-Density Enterprise Family Member To End-To-End Remote Access Networking Systems; AccessBuilder Framework for Scalable Access Solutions; New Software for ISDN Remote Site Access Routers.

Business Wire

DATELINE: LAS VEGAS April 2, 1996 WORD COUNT: 1068

...robust security under flexible, scalable and manageable platforms."

Version 5.0 Software

For users of the AccessBuilder Remote Office 500 and 600 products, 3Com is **offering** a free software **upgrade** to Version 5.0 adding several new capabilities to these products and the AccessBuilder 7000, such as: -0-

-- Sophisticated IP/IPX firewall filtering capabilities enabling...
...can be managed both locally and remotely by an SNMP-based platform running under Microsoft Windows 3.1. Several important functions can be performed including, **user** -defined event storage, **statistics gathering**, configuration storage and auto-configuration of new products, and on-site upgrades via flash memory.

In addition to the software features of Version 5.0...

7/3,K/61 (Item 10 from file: 621)

DIALOG(R)File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00535129

00535129

Brio Technology Announces BrioQuery 3.5; New Version Offers Cross Platform Data Analysis With Support for UNIX and Expanded Data Modeling

Functionality.

Business Wire

DATELINE: MOUNTAIN VIEW, Calif. Sep 19, 1995 WORD COUNT: 856

...including Sun OS, Sun Solaris and by year-end AIX and HP, allowing for true cross platform data analysis within corporate data warehouse environments. The **product** has been **extended** to **offer** users enhanced data modeling and auditing, and dynamic meta data access capabilities.

"Users today need more than a reporting tool, they need interactive analysis on...

...pass reporting, subtotals and computed columns.

-- Auditing: BrioQuery 3.5 includes an enhanced information delivery system security and controls feature that allows IS professionals to **track** information regarding **user** query activity. IS can then take appropriate steps to improve performance and optimize database utilization.

More About BrioQuery

BrioQuery 3.5 is available in three configurations: Designer...

7/3,K/62 (Item 11 from file: 621)

DIALOG(R)File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00515470

00515470

GRUPO IUSACELL ANNOUNCES FIRST QUARTER RESULTS; SUBSCRIBERS AT RECORD LEVELS; NET RESULTS IMPACTED BY PESO DEVALUATION

PR Newswire

DATELINE: MEXICO CITY April 26, 1995 WORD COUNT: 1609

...15% inflation during the first quarter contributed to the decline.(A) The negative impact of the economic environment on key operating statistics such as churn, **customer usage**, and **customer collections**, was moderate and results are in-line with management expectations of the economic impact of the business. The crisis resulting from the devaluation continues to...

...expand its business activities in the telecommunications marketplace in Mexico. With respect to wireless radiotelephony service, approximately 2,000 customers are actively participating in an **extended** trial program. This **service offering** is anticipated to be rolled-out commercially in selected locations in Mexico later in 1995. However, the degree and speed of such deployment will remain...

7/3,K/63 (Item 12 from file: 621)

DIALOG(R)File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00504344

00504344

SPSS to Ship New Version of Macintosh Statistical Software; Jumps Three Releases to Bring Award-Winning Product to Mac

News Release

DATELINE: CHICAGO, IL October 17, 1994 WORD COUNT: 2376

...errors and improving efficiency.

y An expanded statistical glossary with more definitions than in SPSS 4.0 for the Macintosh.
y Chart Advisor for helping **users** determine the best chart to **use** for an analysis
y Point **identification** in scatterplots and boxplots with a link to data for quick identification of the case while in the graph.
y Cross-platform compatibility of SPSS...monitors that are 640 x 400 or less but problems might arise with smaller dimensions).

Additional pricing options

In addition to the introductory pricing and **upgrade** pricing, SPSS **offers** a variety of purchase structure for users.
The suggested retail price for the Base module of SPSS 6.1 for the Macintosh is \$695 with add...

7/3,K/64 (Item 13 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00503783

00503783

VISA MEMBER INSTITUTIONS LAUNCH 'TRAVELMONEY' PILOTS

PR Newswire

DATELINE: SAN FRANCISCO, CA December 1, 1994 WORD COUNT: 990

...Multiple cards to access the same funds

Visa TravelMoney does not require an account relationship, but provides an opportunity for Visa member institutions to cross **sell additional services** to new and existing customers.

Visa conducted research which indicated that travelers would purchase TravelMoney cards with a value between US\$600 and US\$1...

...40,000 or more. About 12 percent of the respondents who were non-users of ATMs also indicated their willingness to purchase the product.

Other **uses** for Visa TravelMoney, **identified** by **consumers**, include:

- * A "gift card" for friends and relatives -- especially useful for students away at school
- * Cash for an emergency -- such as keeping a card in...

7/3,K/65 (Item 14 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00495028

00495028

FOCUS ENHANCEMENTS ANNOUNCES NEW PRODUCT FOR THE PC Market

PR Newswire

DATELINE: WOBURN, MA September 13, 1994 WORD COUNT: 311

...with 640/480 VGA timing and VGA video out to a standard television or VCR. The PC Presentation System provides enhanced capabilities which allow the **consumer** to **use** the television as a presentation **monitor**.

The PC Presentation System is available direct from FOCUS Enhancements and through selected retailers nationally for a suggested retail price of \$299.

"The L-TV...

...for the L&TV Portable Pro for Macintosh.

Focus Enhancements, Inc. is a multi-million dollar developer and marketer of over 300 high-quality computer **enhancement** products. The company **offers** high-quality, low-cost connectivity solutions, telecommunications, graphic displays, scanners, video and storage subsystems, and a wide variety of software games and utilities. FOCUS has...

...million products installed worldwide and distributes its products direct to the customer and through volume retail outlets, VARs and international resellers.

-0-

9/13/94

/CONTACT : Catherine N. Gallagher of FOCUS Enhancements ,
617-938-8088, Fax: 617-938-7741
(FCSE)

...

7/3,K/66 (Item 15 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00357913

00357913

ICL Selects Objectivity/DB for Enterprise-wide Corporate Quality System

News Release

DATELINE: MENLO PARK, CA May 26, 1993 WORD COUNT: 374

...as the object database management system (ODBMS) for the ICL dELTA Project, a corporate quality system that will be used worldwide by ICL and its **customers** . Objectivity/DB will be **used** to manage information for **trackiNg** internal input and **customer** input for continuous quality improvement within ICL.

"Object database technology proved to be the best database technology for dELTA given our requirements for being able...

...CASE.

Objectivity Inc. is located at 800 El Cantino Real, Menlo Park, Calif., 94025, U.S.A. and provides object information management software and support **services** worldwide. For **additional** information, **contact** the company at (415) 688-8000.

...

7/3,K/67 (Item 16 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00352452

00352452

SMC ANNOUNCES NEXT-GENERATION NETWORK MANAGEMENT APPLICATION

News Release

DATELINE: WASHINGTON, DC March 9, 1993 WORD COUNT: 546

...etc., eliminating the time and confusion normally associated with gathering pertinent statistics.

Step-Saver -- EliteView 3.0 also includes point-and-click control that saves **users** steps in viewing **statistics** or **monitoring** entire hubs or individual hub ports. This feature gives users physical control of hub ports over bridges and routers, right from their desktop PC.

Third...

...features that reduce the typical installation time under Windows to less than five minutes.

Price and Availability

EliteView 3.0 will begin shipping in June. **Upgrades** will be **offered** to existing EliteView versions 1.5 and 2.0 users for \$50. The recommended retail price for first-time users will be \$295.

Standard Microsystems...

7/3,K/68 (Item 17 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00337691

00337691

AST SEARCH ANNOUNCE EST 3862L NOTEBOOK COMPUTER WITH BREAKTHROUGH TECHNOLOGY FOR COMPLETE SYSTEM UPGRADEABILITY

News Release

DATELINE: Irvine, CA September 21, 1992 WORD COUNT: 2398

...is a complete notebook solution with upgradeability and intelligence built in to protect the end user's investment," said Dan Sheppard, director of portable systems **marketing**.

First Notebook to **Offer Upgradeability** to 3 Volt 32-Bit 486 Processors and Active Matrix Color Displays
PowerExec represents a new generation of notebook computers. The system's processor board...with the system turned on in the suspend mode, without losing any data. The First Notebook to Conserve Battery Life by Learning and Adapting to **User**'s Work Habits
The PowerExec **uses** heuristic algorithms to **monitor** the **user**'s work habits to learn when to power-off idle peripherals, conserving battery life. Whenever there is keyboard inactivity, hard disk drive and display "time...

7/3,K/69 (Item 18 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00320495

00320495

XEROX IMAGING SYSTEMS ANNOUNCES SCANWORX API TOOLKIT AND NEW RELEASE OF PC-BASED ICR SOFTWARE

News Release

DATELINE: BOSTON, MA February 19, 1992 WORD COUNT: 1230

...for Dynamic Data Exchange (DDE).

"These announcements reflect XIS' commitment to our existing and potential customers," said Wayne Crandall, vice president of sales and corporate **marketing**, XIS. "The **enhancements** we have made to the core software in our PC-based products will increase the productivity of current users while the ScanWorX API will make...

...supported in previous releases.

High Resolution Monitor Support: The high speed scanner which accompanies the K6200 product makes the system ideal for imaging applications. Many **customers** who work with imaging applications **use** high resolution **monitors** to display detailed views of TIFF files. Thus, the new K-Series ...own lexicons to augment the standard one with words that are specific to certain applications. Since XIS maintains a significant customer base in the legal **market**, the new **upgrade** will provide a legal lexicon to improve the systems' ability

to recognize legal terminology.
Pricing and Availability
The K-Series software release will ship in...

7/3,K/70 (Item 19 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00301032

00301032

**KANEB INTRODUCES VIATA SUBSIDIARY; VIATA OFFERS UNIQUE POINT-OF- SALE
SERVICES FOR ELECTRONIC MARKETING AND PAYMENT PROCESSING**

PR Newswire
DATELINE: DALLAS, TX June 27, 1991 WORD COUNT: 1068

...transaction to assist them in future marketing efforts. VIATA's service enables retail merchants to implement frequent shopper programs and to target their marketing to **consumers based on individual purchasing patterns**.
VIATA Represents Another Step in Kaneb's Growth Plan
John R. Barnes, chairman, president and chief executive-officer of Kaneb, said that VIATA is another...

...through advertisements in trade publications and appearances at trade shows. This has resulted in working relationships with major companies in the electronic funds transfer, retail **promotion**, card **enhancement**, electronic cash register and data processing industries. Within the last 60 days, the company has installed two systems under contracts with retail grocery chains. VIATA...

7/3,K/71 (Item 20 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00300391

00300391

TOXICITY TEST SYSTEM PURCHASE INCENTIVES AVAILABLE

News Release
DATELINE: Carlsbad, CA June 24, 1991 WORD COUNT: 358

TOXICITY TEST SYSTEM PURCHASE INCENTIVES AVAILABLE
Microbics Corporation is **offering** special **upgrade** incentives to all Microtox (R) Model 2055 users. The trade-in of any Model 2055 is worth a substantial savings toward the ownership of a...

...model 500 analyzer, a complete data collection and reduction system, and a complete Starter Pack of supplies and accessories.
The Microtox Toxicity Test system is **used** worldwide for water quality **monitoring**, **detecting** contaminated soil, drilling mud monitoring, **consumer** product testing and process control for waste treatment plants.

For More Information:
Microbics contact: Agency contact:
Michelle E. Messina Andrea Xoonin
MICROBICS CORPORATION FRANK ODDO...

7/3,K/72 (Item 21 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00295377

00295377

HUGHES ANNOUNCES MARKET AVAILABILITY OF FRAME RELAY ENHANCEMENT

News Release

DATELINE: Germantown, MD April 19, 1991 WORD COUNT: 383

...Subsidiary of Hughes Aircraft Company
Germantown, MD

Contact: Judy Blake
Mgr., Pub. Rel.
301-428-7113
Fax: 301-428-1868/2830

PPS041-104

**HUGHES ANNOUNCES MARKET AVAILABILITY
OF FRAME RELAY ENHANCEMENT**

GERMANTOWN, MD, April 19, 1991... Hughes Network Systems, Inc. (HNS) today announced full availability of a Frame Relay backbone capability for its advanced Integrated Packet...

...IPN is a full-service, integrated X.25 packet switching network offering such capabilities as one-for-n redundancy, source dynamic routing, and full accounting, **monitoring**, and **statistics** information. The IPN features a **user**-friendly, sophisticated Network Control System, and a complete network access system, including Packet Assemblers/Disassemblers (PADs) for asynchronous and synchronous connection. An X.25 Gateway...

7/3,K/73 (Item 22 from file: 621)

DIALOG(R)File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00294246

00294246

FASTECH INTRODUCES SALES FORCE ORDER MANAGEMENT SYSTEM

News Release

DATELINE: Broomall, PA March 18, 1991 WORD COUNT: 637

...system. The system then automatically calculates order totals, trucking/shipping requirements based on user-defined parameters, pricing brackets, etc. Information of this kind helps reps **sell additional product** by obtaining full truck loads and optimum pricing allowances. The information collected in the field is then sent to the company's database and processing...

...system.

FASTECH O/M is fully integrated into the company's SIS Sales Information Management System. SIS is designed for the recording and tracking of **client** sales information including sales reporting, **activity tracking**, territory and account management. The FASTECH O/M system includes Iaptop and mainframe software. It operates in both IBM and DEC environments and uses standard...

7/3,K/74 (Item 23 from file: 621)

DIALOG(R)File 621:IAC New Prod.Annou.(R)

(c) 1998 Information Access Co. All rts. reserv.

00277954

00277954

**TEKTRONIX OFFERS NO-COST MEMORY ENHANCEMENT FOR TEKXPRESS LINE; CHANGING
CUSTOMER USAGE PATTERNS CITED**

News Release

DATELINE: WILSONVILLE, OR October, 1990 WORD COUNT: 888

...Box 1000

Wilsonville, OR 97070

CONTACT: Christine Thomas/Ken Greenberg

The Bohle Company

(213) 785-0515

Donna Loveland

Tektronix Interactive Technologies

(503) 685-2838

TEKTRONIX **OFFERS** NO-COST MEMORY **ENHANCEMENT** FOR TEKXPRESS LINE;
CHANGING CUSTOMER USAGE PATTERNS CITED

WILSONVILLE, Ore. -- Tektronix has announced a no-cost memory enhancement program for all models of TekXpress, its...

...MBytes. Current users will receive a ready-to-install 2 MByte upgrade board at no charge.

Tek said the upgrade plan was prompted by changing **customer** usage **patterns**, which the company has closely **monitored** since TekXpress debuted in July.

According to Drew Davis, strategic marketing manager for Tek's Network Displays business unit, Tek determined that customers have markedly...

7/3,K/75 (Item 24 from file: 621)

DIALOG(R) File 621:IAC New Prod. Annou. (R)

(c) 1998 Information Access Co. All rts. reserv.

00269107

00269107

Quantum Expands ProDrive Series (R) with 425 and 331 Megabyte 3 1/2-inch Hard Disk Drives

News Release

DATELINE: New York, NY June 20, 1990 WORD COUNT: 880

...monitoring and reporting capability provides information on error patterns should a drive fail during testing or in actual use. "If system manufacturers choose to make **use** of it, this error **monitoring** capability can also be **used** predictively to warn **users** prior to catastrophic failure," Klonick explained. "Although failures are not the norm, concern about losing data is common. The ability to predict failures can provide...

...quality and reliability in disk drives destined for demanding desktop workstation and PC applications. Plus Development Corporation, a Quantum subsidiary established in 1983, designs and **markets** personal computer storage **enhancement** products through 2,500 dealers worldwide. The company is headquartered in Milpitas, California.

ProDrive, ProDrive Series, and DisCache are registered trademarks of Quantum Corporation.

AT...

7/3,K/76 (Item 25 from file: 621)

DIALOG(R) File 621:IAC New Prod. Annou. (R)

(c) 1998 Information Access Co. All rts. reserv.

00262521

00262521

HUGHES ANNOUNCES FRAME RELAY CAPABILITY FOR PACKET SWITCH OFFERING

News Release

DATELINE: GERMANTOWN, MD May 22, 1990 WORD COUNT: 504

...will offer a number of benefits to the user. Hardware savings will be realized through a reduction in T1 multiplexer requirements, and optimal bandwidth usage **promotes** **greater** **productivity** and cost efficiency. When implemented, the Frame Relay service will enable IPN

users to exchange data with other Frame Relay-based networks, both public and...

...consisting of an expandable range of packet exchanges. The IPN offers such capabilities as one-for-n redundancy, source dynamic routing, and full accounting, performance **monitoring**, and **statistics** information. The IPN features a **user**-friendly, sophisticated Network Control System, and a complete Network Access System, including Packet Assemblers/Dissassemblers (PADS) for asynchronous and synchronous connection. X.25 Gateway products...

7/3,K/77 (Item 26 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00157502

00157502

NEC MULTISYNC FAMILY EXTENDED: MULTISYNC PLUS TARGETED AT BUSINESS GRAPHICS, DESKTOP PUBLISHING, CAD/CAM USERS

DATELINE: Wood Dale, IL May 20, 1987 WORD COUNT: 795

...in total viewing area;
-- A choice of two video input connectors: standard 9-pin D-Sub and high performance BNC connectors are supplied so the **user** can switch between them **based on** board output;
-- Optional adapter for **use** with TTL boards.
Additionally, the MultiSync Plus comes with an ergonomically designed, low-profile cabinet and a tilt-swivel base. The monitor has up-front...

...inch screen, and maximum 960 x 720 pixel resolution also make it useful for other high resolution business graphics applications, charts, and spreadsheets.
The easy **upgrade** path **offered** by NEC's MultiSync Plus monitor is also expected to become an increasingly important factor in the decision to buy PC monitors, suggests Schaefer.
NEC...

7/3,K/78 (Item 27 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00157058

00157058

ADVANCED IBM PC AND PS/2 MANAGEMENT SOFTWARE RELEASED BY INTERSOFT

DATELINE: BELLEVUE, WA April 6, 1987 WORD COUNT: 386

...of a single menu selection the user is able to perform computer work that previously required referring to notes. DOS Wizard decreases training time and **monitors** computer **usage** for security, project **tracking**, documenting **client** billing, and resource planning. InterSoft President John Ferguson stated: "In addition to being easier to use, Version 1.5 provides several major enhancements: (1) Sub...

...Wizard Version 1.5 is available at the suggested retail price of \$79.95. Current user may upgrade for \$10 under InterSoft's "almost free" **upgrade** plan.
For more information, **contact** : John Ferguson, InterSoft, Inc., 206-643-7787, 14023 NE 8th, Bellevue, WA 98004. Call for reviewer copies.
...

7/3,K/79 (Item 28 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00154426

00154426

CONTACT: VM/SP Computer Conferencing Upgraded

DATELINE: Danbury, CT May 11, 1987 WORD COUNT: 583

The Adesse Corp.
36 Mill Plain Rd., Suite 307
Danbury, CT 06811
203/790-9473, Telex: 750048
Contact: Gerald M. DePass
President
(203) 790-9473

CONTACT : VM/SP Computer Conferencing Upgraded
Danbury, Connecticut, May 11, 1987 -- The Adesse Corporation
announces Release 2.0 of its program product, **CONTACT: VM/SP Computer**
Conferencing.
Release 2.0 is...

...provides convenient methods for recording information
and ideas, economically storing and sharing them, assembling them
into an information library, and simply locating and retrieving them.

CONTACT Release 2.0 major **enhancements** include:

* User Interfaces. Because users needs and skills vary, **CONTACT**
offers three user interfaces.

Full-screen Menus. Menus consistent with PROFs format are available
to...

...easily add file transfer packages locally in
use to **CONTACT**. **CONTACT** supports more than one package, but all
through a common and consistant interface.

* File Use **Monitoring** . **Users** can now selectively **monitor** all acces
s

to a file to help determine the audience that their information is
reaching and when the audience is reading it.

In firms such...

7/3,K/80 (Item 29 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00140537

00140537

DEM INC. ANNOUNCES FULL FEATURED HIGH-RESOLUTION GRAPHICS ADAPTER

DATELINE: PALO ALTO, CA October 24, 1986 WORD COUNT: 859

...compatible monochrome 720x348 graphics software
in color, and 1024 kilobytes of virtual memory to allow multiple
screens and continuous scrolling."

Bennett continued, "With our board, **users** can **use** a single **monitor**
for both specialized and regular applications. That same monitor
will provide the high resolution required by CAD and desk top
publishing applications, while still supporting...

...IBM CGA or MDA software (for example,
640x200 black/white graphics software) can be displayed in any two
out of 256 colors.

"With our board, **users** can **use** a single **monitor** to display all
standard text and graphics modes. In addition, text can now be
displayed in color with the same crisp resolution that is provided...
...card.

The MAGNA-1 is fully compatible with the IBM MDA and the Hercules Graphics Card.
DBM, Inc. of Palo Alto, California, designs, manufactures and **markets** IBM PC **enhancement** graphics/multi-function and memory products specifically for OEM's, system houses, system integrators, as well as retail distributors and dealers.
MAGNA-3, MAGNA-1...

7/3,K/81 (Item 30 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00138326

00138326

UNIVATION INTRODUCES TURBO-EMS BOARD WITH EGA

DATELINE: Milpitas, CA October 8, 1986 WORD COUNT: 583

...Lewis Perdue or Nanette Ponte
at (408) 263-1200

UNIVATION INTRODUCES

TURBO-EMS BOARD WITH EGA

Milpitas, CA -- The Dream Board, Univation's turbo-EMS **enhancement** card now **offers** EGA (IBM Enhanced Graphics Adapter) capabilities for the slot-strapped PC which must be upgraded to run desktop publishing and other software requiring increased memory...

...be displayed at one time
-- RAM loadable character set
-- Soft scrolling, panning and windowing if supported by software application
-- Save Screen software which blanks out **monitor** if the keyboard is not **used** for a **user** -specified length of time.
-- Flicker-free display
-- Light pen interface
In addition, the Dream Board with EGA comes with a wide range of utility software...

7/3,K/82 (Item 31 from file: 621)
DIALOG(R)File 621:IAC New Prod.Annou.(R)
(c) 1998 Information Access Co. All rts. reserv.

00110461

00110461

Watchdog Release 4.0 Unleashed

DATELINE: NAPLES, FL August 23, 1985 WORD COUNT: 797

...or record keys.
The Watchdog audit trail feature now contains additional and more detailed reports on system usage. The new Work Session Report, for instance, **monitors** a **user** 's **activity** between log-on and log off. System Administrators may create specialized reports to **track** system **usage** by date and time, **user**, area, Project ID, and now, by specific program executed. These reports can be saved and re-used later to simplify running weekly or monthly audits...

...retail
price of the package is \$295. Upgrades are available for easy conversion from release 3.4 to the new release. For details on the **upgrade** or for further information, **contact** Fischer-Innis Systems Corporation toll free at 800/237-4510. In Florida, call 813/793-1500. Fischer-Innis Systems Corporation is located at 4175 Merchantile...

7/3,K/83 (Item 1 from file: 696)
DIALOG(R)File 696:DIALOG Telecom. Newsletters
(c) 1998 The Dialog Corp. All rts. reserv.

00060629

UTILITIES EYE OPTIONS FOR TELECOM MARKET ENTRY

TR Daily

September 16,1996 VOL: 2 ISSUE: 180 DOCUMENT TYPE: NEWSLETTER

PUBLISHER: BRP PUBLICATIONS

LANGUAGE: ENGLISH

WORD COUNT: 188

RECORD TYPE: FULLTEXT

(c) BRP PUBLICATIONS All Rts. Reserv.

TEXT:

...Jim Kissel, Senior Manager with Deloitte & Touche Consulting Group, said that providers of telecom services will have to be more customer-focused in increasingly competitive **markets**. He recommended that utilities **upgrade** their information systems now during the "transition phase" to competition. Carriers then should **use** these systems to **gather** information on **customers** that will allow them to better target their marketing effort, Mr. Kissel said

?

*** To print these documents, select Print on the NetScape/browser toolbar **

Dr-Link Natural Language Search for 08/804900

User: lytton

Date: Mon May 4 14:08:10 EDT 1998

Most Relevant Section from Regular Search

Project ID: lytton

Search Request:

I would like information about a method for marketing an upgrading or selling adding enhancements to a product or a service based on tracking how the customer or how the subscriber currently uses that product or service.

Rank: 3

Title: Developing and retaining profitable customer relationships through call centers

Author(s): Connon, E.

Date: 09/01/96

Database: IEE/INSPEC (1996 - Present) **Document Number:** 59104

Source: Direct Marketing Vol: 59 Issue: 5 Page: 24-5

Pages: 1

Most Relevant Section:

(The most relevant section of this document is the abstract.)

Adaptive marketing uses advanced technology such as case based reasoning and database search engines, to better the interaction process with the customer by understanding his or her real-time needs and then managing and leverage the selling and service opportunity. It uses this technology to determine the most opportune time in a customer relationship to offer specific products for add-on sales possibilities and up-sell and cross sell opportunities that in the end, provide the customer superior service. Adaptive marketing takes many forms in the call center environment. Some of the most interesting developments in the outbound calling call center involve precision marketing techniques and tools which integrate sophisticated predictive dialing telephony products to specifically target individuals based on demography and behavior characteristics.

Copyright Notice

This, and all documents available via DR-LINK, are the Copyright of third party information providers. Any unauthorized access, reproduction, or transmission of these documents is strictly prohibited.

Rank: 8

Title: Key to the market (PABX systems)

Author(s): Davidson, P.

Date: 11/01/87

Database: IEE/INSPEC Database (1960-Present) **Document Number:** 1606708

Source: Communicate Page: 54, 57

Pages: 1

Most Relevant Section:

Market forces make it necessary to offer as many features that can be crammed into a system as possible. However, with PABXs the reality is that customers who demand all of the features at the initial sale, only use maybe 5-10 per cent of what's on offer. Sophisticated software makes it possible to develop and add features as enhancements to the systems to keep abreast of a developing market. Such

enhancements can turn a relatively low cost system with a good level of features into a system packed with as many features as the more expensive systems on the market place. The industry has to consider much more carefully hidden costs, such as retraining, retaining an inventory of diverse products and maintaining an installed base of different products, and to concentrate more on providing bolt-on items, and selling service contracts and extensions to the system.

Copyright Notice

This, and all documents available via DR-LINK, are the Copyright of third party information providers.
Any unauthorized access, reproduction, or transmission of these documents is strictly prohibited.

Rank: 44

Title: Leading edge computing for competitive edge marketing

Author(s): Eisenhart, T.

Date: 05/01/88

Database: IEE/INSPEC Database (1960-Present) **Document Number:** 1721412

Source: Business Marketing Vol: 73 Issue: 5 Page: 48-50, 52

Pages: 1

Most Relevant Section:

More than ever, business marketers are finding that their competitive edge hinges on customer satisfaction. In response, marketers increasingly are adding sophisticated computer-aided marketing tools to their arsenals. Mastic Corp., a leading supplier of vinyl siding, built a marketing information system to react more quickly to changing customer preferences and to keep a close eye on the niche strategies of its competitors. For Texas Instruments Inc. an artificial intelligence system helps identify customer needs and provides the added benefit of immediately cutting sales costs. Intel Corp. uses direct mail computer diskette promotions to sell lower-priced software development products-floppy mailings

Copyright Notice

This, and all documents available via DR-LINK, are the Copyright of third party information providers.
Any unauthorized access, reproduction, or transmission of these documents is strictly prohibited.

*** To print these documents, select Print on the NetScape/browser toolbar **

Dr-Link Search for 08/804900

User: lytton

Date: Mon May 4 13:52:05 EDT 1998

Headline Display from Regular Search

Project ID: lytton

Search Request:

I would like information about a method for upgrading or adding enhancements or adding additional services to a personal digital assistant or to a personal computer or to a telephone or to software in which the upgrade or the enhancement or the additional service offer is made to the customer based on the customer's use of the personal digital assistant or the customer's use of the computer or the customer's use of the telephone. In this system the customer's usage is monitored or tracked.

Rank: 1

Title: Advertisement and message information in the customer-use phone information directory system

Author(s): Mutoh, N. ; Takahashi, K.

Date: 01/01/90 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**242974

Source: NTT R & D Vol: 39 Issue: 6 Page: 857-64

Rank: 2

Title: Improving customer service at Allnet Communications: developing a mission critical client/server GUI system

Author(s): Toland, T. ; Mathieson, K.

Date: 06/01/96 **Pages:** 1

Database: IEE/INSPEC (1996 - Present) **Document:**155732

Source: Journal of End User Computing Vol: 8 Issue: 3 Page: 26-31

Rank: 3

Title: The trend of customer terminal communication systems

Author(s): Shimazawa, T.

Date: 12/01/85 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1286683

Source: NEC Technical Journal Vol: 38 Issue: 12 Page: 106-7

Rank: 4

Title: The use of digital cross-connect systems as high speed switching networks

Author(s): Leighton, J.M. ; Smith, D.J. ; Hutcheon, V. ; O'Reilly, G. ; Vaio, C.

Date: 01/01/91 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**503951

Source: Speakers' Papers. 6th World Telecommunication Forum. Part 2. Technical Symposium. Integration, Interoperation and Interconnection: The Way to Global Services Vol: 3 Page: 27-32

Rank: 5

Title: ADSL: a new twisted-pair access to the information highway

Author(s): Kyees, P.J. ; McConnell, R.C. ; Sistanizadeh, K.

Date: 04/01/95 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**368958

Source: IEEE Communications Magazine Vol: 33 Issue: 4 Page: 52-60

Rank: 6

Title: Stored Program Controlled Network: calling card service-human factors studies

Author(s): Eigen, D.J.; Youngs, E.A.

Date: 09/01/82 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**584290

Source: Bell System Technical Journal Vol: 61 Issue: 7 pt.3 Page: 1715-35

Rank: 7

Title: Interest grows in 'Voicebank'

Author(s): Thoms, D.

Date: 01/01/85 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1201636

Source: British Telecom Journal Vol: 6 Issue: 4 Page: 33-4

Rank: 8

Title: Single-circuit Station Carrier System for existing telephone cable

Author(s): Balfe, G.D.

Date: 10/01/69 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**526499

Source: Automatic Electric Technical Journal Vol: 11 Issue: 8 Page: 338-44

Rank: 9

Title: Simple operational message box and other voice message services

Author(s): Hariki, A.; Aizawa, K.

Date: 07/01/85 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1155828

Source: Japan Telecommunications Review Vol: 27 Issue: 3 Page: 162-6

Rank: 10

Title: ISDN-service-compatible equipment system of Toshiba

Author(s): Tanino, M.

Date: 01/01/89 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**101780

Source: Data Communication and Processing Vol: 21 Issue: 6 Page: 69-77

Rank: 11

Title: Ramifications of monitoring service quality through passively solicited customer feedback

Author(s): Sampson, S.E.

Date: 09/01/96 **Pages:** 1

Database: IEE/INSPEC (1996 - Present) **Document:**262382

Source: Decision Sciences Vol: 27 Issue: 4 Page: 601-22

Rank: 12

Title: Cellular hurdles billing barriers

Author(s): Myers, L.

Date: 12/30/85 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1199376

Source: Telephony Vol: 209 Issue: 27 Page: 42-3

Rank: 13

Title: Account Plus service

Author(s): Okamura, Y. ; Kawano, K. ; Yahata, K.

Date: 06/01/91 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**482810

Source: KDD Technical Journal Issue: 6 Page: 20-4

Rank: 14

Title: Enhancement of service-front operations. Building of the service-front support system

Author(s): Maeda, Mitsuhiko ; Ejiri, Masayoshi

Date: 01/01/94 **Pages:** 1

Database: Computer Sciences & Engineering - CSA (1990-1994) **Document:**80158

Source: NTT REV Vol: 6 Issue: 3 Page: 37-45

Rank: 15

Title: Blazing new trails in ISDN: the US WEST customer trial experience

Author(s): Hawk, R.C.

Date: 01/01/87 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1610239

Source: Integrated Services Digital Network: Evolving to ISDN in North America. Proceedings of the Regional Conference of the International Council for Computer Communication, ICC-CDN '87 Page: 176-81

Rank: 16

Title: Home and office banking

Author(s): unknown

Date: 11/01/89 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**86425

Source: Banking World Vol: 7 Issue: 11 Page: 47

Rank: 17

Title: Calling all the clients

Author(s): Kane, N.

Date: 06/28/84 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**850132

Source: Marketing Vol: 17 Issue: 13 Page: 55-7

Rank: 18

Title: Meeting the private network challenge

Author(s): Maurer, A.W.

Date: 03/04/85 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1082555

Source: Telephony Vol: 208 Issue: 9 Page: 53, 56-8

Rank: 19

Title: AT&T MAKES A PITCH. (COMPANY BUSINESS AND MARKETING)

Author(s): RENDLEMAN, JOHN

Date: 02/03/97 **Pages:** 1

Database: Miscellaneous Software Abstracts (1960 - Present) **Document:**34370

Source: CommunicationsWeek Issue: 648 Page: p10(1)

Rank: 20

Title: Intelligent multiplexers with digital cross-connect capability-a requirement in network evolution

Author(s): Hearst, S.

Date: 01/01/89 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**212049

Source: GLOBECOM '89. IEEE Global Telecommunications Conference and Exhibition. Communications Technology for the 1990s and Beyond (Cat. No.89CH2682-3) Vol: 1 Page: 527-32

Rank: 21

Title: Providing high-volume customer services with access over the telephone network

Author(s): Morev, V.L.; Moroz, A.L.

Date: 07/01/82 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**676168
Source: Elektrosvyaz Vol: 36 Issue: 7 Page: 13-18

Rank: 22

Title: Impacts of PCS on switching system real-time capacity

Author(s): Beller, M.J. ; Lipper, E.H. ; Rumsewicz, M.P.

Date: 01/01/93 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**412290

Source: 2nd International Conference on Universal Personal Communications. Personal Communications: Gateway to the 21st Century. Conference Record (Cat. No.93TH0573-6) Vol: 2 Page: 701-5

Rank: 23

Title: Customer behaviour in using pushbutton dial telephones for abbreviated dialling and calculation services

Author(s): Obata, A.; Shibayama, T.

Date: 01/01/70 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**987823

Source: Proceedings of the 5th international symposium on human factors in telecommunications Page: 10 pp.

Rank: 24

Title: New digital transmission services for the business community

Author(s): Bowsheer, B.D.

Date: 02/01/82 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**499498

Source: Communication & Broadcasting Vol: 7 Issue: 2 Page: 3-10

Rank: 25

Title: Customer location services

Author(s): Zavoli, W. ; Latshaw, G.L. ; Rehfeld, J.

Date: 01/01/94 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**372309

Source: 1994 Vehicle Navigation and Information Systems Conference Proceedings (Cat. No.94CH35703) Page: 613-17

Rank: 26

Title: The effect of subscriber line charges on residential telephone bills

Author(s): Larson, A.C. ; Makarewicz, T.J. ; Monson, C.S.

Date: 12/01/89 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**60371

Source: Telecommunications Policy Vol: 13 Issue: 4 Page: 337-54

Rank: 27

Title: Eleven million records at a glance

Author(s): Greenwood, J.T.

Date: 01/01/73 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**1188985

Source: Post Office Telecommunications Journal Vol: 25 Issue: 1 Page: 2-3

Rank: 28

Title: Communications pays dividends for Invesco (finance)

Author(s): Barrett, D.

Date: 09/01/94 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**230206

Source: Communications News Vol: 31 Issue: 9 Page: 31

Rank: 29

Title: Psychological evaluation of telephone switching and transmission performance

Author(s): Cohen, H.S.; Kort, B.W.

Date: 01/01/77 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**585603

Source: Proceedings of the Human Factors Society 21st Annual Meeting Page: 505-7

Rank: 30

Title: The 3+ network family

Author(s): unknown

Date: 01/01/86 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1316888

Source: Database and Network Journal Vol: 16 Issue: 2 Page: 12-13

Rank: 31

Title: No. 1 ESS-PBX service offering by an electronic central office

Author(s): Oehring, H.; Wickham, T.F.

Date: 01/01/71 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**1017928

Source: Proceedings of the IEEE fall electronics conference Page: 56

Rank: 32

Title: Right postcode is just a start (Address management software)

Author(s): Fordham, E.

Date: 02/01/95 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**325191

Source: Business Equipment Digest Page: 27, 29-30

Rank: 33

Title: Speech systems

Author(s): Rose, K.R. ; Hughes, P.M.

Date: 04/01/95 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**352812

Source: BT Technology Journal Vol: 13 Issue: 2 Page: 51-63

Rank: 34

Title: The national private circuit digital network

Author(s): Penny, D.J.; Morris, W.G.

Date: 01/01/83 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**611682

Source: Second International Network Planning Symposium. Networks 83 Page: 14-21

Rank: 35

Title: Customer-network signalling evolution

Author(s): Griffiths, J.M.; Kerswell, B.R.

Date: 01/01/82 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**464571

Source: 1982 International Zurich Seminar on Digital Communications. Man-Machine Interaction Page: B3/47-51

Rank: 36

Title: The technology (home and office banking)

Author(s): unknown

Date: 01/01/90 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**86433

Source: Banking World Vol: 8 Issue: 1-2 Page: 50

Rank: 37

Title: Optical networks for local loop applications

Author(s): Faulkner, D.W. ; Payne, D.B. ; Stern, J.R. ; Ballance, J.W.

Date: 11/01/89 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**86329

Source: Journal of Lightwave Technology Vol: 7 Issue: 11 Page: 1741-51

Rank: 38

Title: BISCUS/FACS processes service orders automatically

Author(s): Yostpille, J.J.

Date: 04/01/77 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**445845

Source: Bell Laboratories Record Vol: 55 Issue: 4 Page: 96-102

Rank: 39

Title: Pioneering Bank of Scotland: Prestel-based home banking service

Author(s): Patullo, B.

Date: 07/01/85 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1069203

Source: Banking World Vol: 3 Issue: 7 Page: 24-6

Rank: 40

Title: The AUSTPAC Intelligent Network Server

Author(s): Rasztotszky, P. ; Lemmens, W.

Date: 01/01/89 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**334974

Source: Conference on Computing Systems and Information Technology 1989. Preprints of Papers Page: 16-21

Rank: 41

Title: Advanced call center technology helps Bell Canada regain market share

Author(s): unknown

Date: 03/01/96 **Pages:** 1

Database: IEE/INSPEC (1996 - Present) **Document:**396277

Source: Direct Marketing Vol: 58 Issue: 11 Page: 62-3, 65

Rank: 42

Title: The development of electronic devices for the local line network of the UK Post Office

Author(s): Axe, G.A.

Date: 01/01/76 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**248717

Source: 2nd International Symposium on Subscriber Loops and Services Page: 92-6

Rank: 43

Title: The leading edge in high-speed data communications services: The InterSpan asynchronous transfer mode service

Author(s): Coffield, D.R. ; Cole, R.G. ; Saksena, V.R.

Date: 07/01/95 **Pages:** 1

Database: IEE/INSPEC (1960-Present) **Document:**471759

Source: AT&T Technical Journal Vol: 74 Issue: 4 Page: 38-49

Rank: 44

Title: Customer-controlled DS3 video switch application

Author(s): Linnell, J.S.; Lehman, H.R.

Date: 01/01/85 **Pages:** 1

Database: IEE/INSPEC Database (1960-Present) **Document:**1290720

Source: GLOBECOM '85. IEEE Global Telecommunications Conference. Conference Record.

Communication Technology to Provide New Services (Cat. No.85CH2190-7) Page: 572-6 vol.2

Rank: 45**Title:** New custom calling services**Author(s):** Hanson, B.L.; Nacon, R.J.; Worrall, D.P.**Date:** 06/01/80 **Pages:** 1**Database:** IEE/INSPEC Database (1960-Present) **Document:**206205**Source:** Bell Laboratories Record Vol: 58 Issue: 6 Page: 174-80**Rank:** 46**Title:** Telecom's successful struggle to bring quality service to the vast Australian Outback. II**Author(s):** Balderston, M.; Coates, F.**Date:** 10/24/83 **Pages:** 1**Database:** IEE/INSPEC Database (1960-Present) **Document:**756391**Source:** Telephony Vol: 205 Issue: 18 Page: 82, 84, 88, 124**Rank:** 47**Title:** AT&T/MIDISOFT: Midisoft to enhance sound bar with AT&T WorldNet service**Author(s):** unknown**Date:** 06/03/96 **Pages:** 2**Database:** IAC Newsletter Collection (1996) **Document:**156779**Source:** M2 Presswire**Rank:** 48**Title:** The information infrastructure: the key to precision marketing for a competitive telecommunications industry**Author(s):** Cook, S.B.**Date:** 01/01/96 **Pages:** 1**Database:** IEE/INSPEC (1996 - Present) **Document:**167783**Source:** 18th Annual Pacific Telecommunications Conference. Proceedings Vol: 1 Page: 513-18**Rank:** 49**Title:** ANA Offers Telephone Service on Some International Flights**Author(s):** unknown**Date:** 10/19/94 **Pages:** 1**Database:** Tokyo Financial Wire - Comline (1990-Present) **Document:**32232**Source:** COMLINE - Tokyo Financial Wire**Rank:** 50**Title:** No. 1 automatic message accounting recording center. Description and software organization of a minicomputer based real-time data acquisition system used in the Bell System for automatic message accounting**Author(s):** Lessek, P.V.**Date:** 01/01/77 **Pages:** 1**Database:** IEE/INSPEC (1960-Present) **Document:**556417**Source:** The IEEE Computer Society's First International Computer Software and Applications Conference Page: 51-7